

news

News, information and advice for Oldham PFI residents



housing&care21
Spring 2016 edition

WELCOME TO THE SPRING 2016 EDITION OF NEWS 21

**Extra Care special
issue**

**Win a pair of theatre
tickets inside**

WHAT'S INSIDE?

- **Tips on staying
safe in your home**
- **Advice from
Electricity North
West**
- **Your news from
the Courts**

STAY SAFE



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AROUND THE COURTS

Greater Manchester Police ask Lido House residents for help

A poster competition was launched in Saddleworth at the end of last year, to try and encourage Lees, Grotton and Springhead residents to leave their houses well lit if they go out during the darker nights. The idea was that this would deter criminals from breaking in as they think someone is at home. Local school pupils were asked to design a sticker that could be sent out to local residents and be



Lido House residents with the winning designs

stuck on wheelie bins and windows as a reminder. Lido House residents were invited by GMP to judge the completion and pick a winner amongst the entries.



Lees House and Violet Hill Court residents have a ball at theatre

A group of keen theatre goers at Lees House and Violet Hill Court were treated to free tickets to a performance of 'My Brilliant Divorce' at Oldham Library, part of Live@thelibrary. Oldham Library's theatre-like performance space, situated at the back of the library off Union Street has undergone recent renovations to improve and better both the lighting and sound and cast and audience facilities; dressing rooms, and seating.

Housing and Care 21 were lucky enough to be offered free tickets and Lees House and Violet Hill Court residents snapped them up! The group had a fabulous time at the performance. Lees House resident Lynne Appleton commented "It was a great setting; we were very close to the performance. We didn't realise there was such a good theatre space in the library!"

Joan Harrop, who also went along, commented "*It was funny, brilliant and we had an absolute ball!*"



live@thelibrary

There are a whole host of upcoming theatre performances from free author talks to remakes of modern day classics. Tickets for performances are very reasonably priced at £5/£4 library members unless otherwise stated.

To find out what else is coming up, have a look on the website <http://www.oldham.gov.uk/liveatthelibrary>

We're giving away two tickets for a performance of 'The Oddity' on Friday 29th April at 1pm at Oldham Library; enter our competition on page 11 to win!

Cloughgate fun and games

Every Thursday afternoon from 1pm onwards join Cloughgate residents for an afternoon of games including: Darts, pool, dominoes, cards, connect4, indoor bowls and more. Tea and coffee at a reasonable rate.

Cloughgate House is based in Hollinwood on Hollins Road, OL8 3UX
Contact Karen on 0370 192 4342





Cloughgate
computer class



School House coffee morning



#HOUSING DAY 18th November 2015 wasn't just any day, it was Housing Day!

Housing Day was created to show people outside of the sector all the wide range of activities that go on within social housing from community activities, getting residents more involved in improving services to offering support in job searching. Issie Howard, Partnerships Manager spent the day meeting some of you at our schemes to find out what was happening on the day.

Springlees Court luncheon club with Age UK



Holland Close brunch club



Court Voices enjoy free training session



Tuesday 16th February saw some of our Court Voices receive free training delivered by TPAS, through the Tenant Central programme.

The training covered a broad remit:

The current social housing climate, the jargon of housing and then it investigated the terms of reference for Court Voice. Residents gave suggestions about how the terms of reference could be improved.

Suggestions included:

looking at the code of conduct of Court Voice, auditing the numbers of Court Voice within each Court and making sure that residents are familiar with the role and responsibilities of the Court Voice and Court Manager.

We had some positive feedback from the day and the Court Voices particularly enjoyed the elements of interaction and group working. With this feedback we're hoping to make more of our Court Voice forums more interactive.



WHAT'S GOING ON?

'LIVE WELL' LIFE MATTERS

Free, practical information sessions to support the carers of those living with Dementia. A new topic each month, attend all or choose a specific one to suit you and your needs.



Carer and Cared for welcome to attend sessions, refreshments provided!

**1.00 - 3.00 pm the last Wednesday of each month hosted by:
Gallery Oldham, Greaves Street, Oldham.**

30th March—Power of Attorney

Understanding and identifying a power of attorney

27th April—Benefits and Carer Assessments

What are you entitled to?

25th May— Communication

Useful tips and advice for communicating with someone with Dementia

29th June—Personal Budgets

How to get help from the local authority

27th July— Understanding Challenging Behaviour

Understanding challenging behaviour and strategies for coping

24th August—Extra Care Housing

Specialist housing to provide care and support 24 hours

28th September—Delirium

Understanding the cause and impact of Delirium on a loved one

26th October— Meaningful Occupation and Assessment information

Understanding the importance of maintaining your loved ones identity and sense of belonging

30th November— Review and Evaluation

How else can we support you?

CARED FOR CREATIVE SESSIONS AND BOOKING:

For more information and to book any of the free sessions please contact:
E: developmentacademy.businesssupport@oldham.gov.uk **T:** 0161 770 8700

Gallery Oldham are delivering a range of free cultural, heritage arts and crafts workshops for loved ones.

Course led by: Andrea Brierley— Pennine Care Foundation Trust
Linda Green—Oldham Metropolitan Borough Council
Joy Thorpe—Gallery Oldham
Donna Atherton—Age UK PLUS Specialist

guest speakers!

Trained staff and volunteers will be on hand to ensure your loved one can join in with these fun and informal workshops. Workshops run along side the carer training sessions with plenty of time for tea and biscuits.



STAYING SAFE AT HOME

We became aware that there was an incident before Christmas, where a man knocked on the door at a property in the Hollins area; he said he needed to read the gas meter and was invited in by the resident.

He read the meter and then asked to use the bathroom because it was cold outside and he still had a lot of meters to read. The man disappeared for a while and came back into the lounge and cheerfully and politely left, thanking the resident. It was only several days later that the resident discovered that a number of items had been taken from the bedroom.

Remember, you don't have to let any stranger into your home. If you decide to answer the door, remember to take the following steps:

LOCK

Lock all your other outer doors before you go to the front door. Some burglars work together – one keeps you chatting on the doorstep while another gets in through a back door.

STOP

Think about whether you're expecting anyone.

CHAIN

Put the door chain on (don't keep the chain on all the time as it will prevent anyone with a key, such as a home help, from entering). Look through the window or spy-hole to see who's there.

CHECK

Ask for an identity card and examine it carefully. If you've seen identification, but are still unsure, check who they are by phoning the company they represent. Get the number from a bill or your phone book rather than calling a number they give you as they could be putting you through to an accomplice.

You can always ask the caller to come back at another time when someone will be with you or tell them to write to you to arrange an appointment. A genuine caller won't mind you taking necessary precautions.

If you're suspicious, or the caller won't leave, dial 999 and ask for the Police. If you don't feel you're in immediate danger but you want to report the incident, call the police on the non-emergency number 101.

SPOTLIGHT ON..... Extra Care Housing

For almost 18 months our Extra Care Services have been up and running. We are managing six courts across the borough, all designed to meet your needs and help you live an active healthy and independent life with your own self contained flat.

Extra Care Housing is a step up from sheltered accommodation and a step down from residential care. It offers you security and privacy with your needs being met by a professional care team within your own home.

The Courts have main lounges for socialising and where activities such as arts and crafts, painting, pool, darts and indoor bowls take place. Social evenings and weekend events, including trips out also take place throughout the year. You can enjoy freshly cooked nutritious food in one of the restaurants – why not bring your family along to sample a

meal? Some guest rooms are also available at a small fee for family members should they need to stay over.

Visiting therapists and hairdressers are available via appointment and the busy shops selling groceries, cards and hand-crafted jewellery are all open for use by the wider community.

For the less mobile, assisted bathing facilities and help with shopping and cleaning are available.

Staff teams have attended Dementia Friends awareness training and are receiving more in depth training in supporting people living with dementia.

Benefits to you include:

- Care, security and support available around the clock either from on-site care staff from 7am to 11pm; Night concierge service from 11pm to 7am; Court Manager service Monday to

Friday.

- Access to the Helpline and Response service who can respond if needed to emergency care needs between 11pm and 7am.
- The security and privacy of your own front door, including an intercom so that you decide who visits you and who comes in.
- Your own self contained accommodation, which has a bathroom with a level access shower, kitchen, bedroom and a lounge.
- Couples are able to stay together
- You are living at home and not in a (care) home.
- You have control over your own finances
- Flexible care service to meet your health and care needs should these change – this service is called ‘step up or step down’ care which can respond to a need to increase your care support for up to 2 weeks.

How do I qualify for Extra Care Housing?

- You must be registered for rehousing with First Choice Homes.
- You must have a care assessment completed by Adult Social Care who will identify if you are eligible for care services.
- You must also be a resident or have connections to the borough of Oldham.

The six Extra Care Courts

- Trinity House, Godson St. Oldham
- Aster House, Aster St. Oldham
- Tandle View Court, Rochdale Road, Royton
- Charles Morris House, Gildenhall, Failsworth
- Hopwood Court, Thornham Rd., Shaw
- Old Mill House, Old Mill Lane, Springhead



DID YOU KNOW? All our courts have a Court Voice who represents residents and regularly attends meetings and consultation sessions with Housing and Care 21.

Our extra care facilities offer a convenient and comfortable home for a wide range of people who require that bit of extra support.

Janice Hayes has lived at **Tandle View** for 5 years. She is one of our Court Voice and plays a key role in supporting us to make sure we are listening to our residents. Janice is involved in a number of initiatives including the Tandle View shop; she is in charge of buying in supplies and serving customers. Janice is a key figure at Tandle View and often one of the first people you meet when you enter the scheme; she is there giving visitors directions or taking parcels for neighbours.

Before coming to Tandle View, Janice was housebound for four years; she loves living at Tandle View. Resident photographer, computer guru, lead organiser, Janice is known by many names! She thoroughly enjoys living at Tandle View, *"it's changed my life"* she comments, *"I love living with nice people and socialising with them all."*



Bryan has lived at **Charles Morris House** since 2008, before that he lived in a bungalow. Bryan runs his own painting and drawing classes at Charles Morris House, where he teaches some of the residents in the lounge. He is also a singer and Irish champion body builder. He enjoys socialising with other residents and is often down at the communal lounge. Bryan keeps himself active and busy, he had a stroke recently but that hasn't stopped him continuing to sing and paint. He believes that *"a joke and a laugh keep you young."* He loves living at Charles Morris House and wouldn't want to live anywhere else.



Investing in Extra Care

Following the changes to services in our Extra Care courts, Oldham Council are investing in enhancements to the buildings themselves.


Through 2014 and 2015 the service model within our Extra Care courts has changed. The Council have procured care providers to operate within each court and Housing & Care 21 have employed Concierges to provide an on site presence overnight. These changes are designed to help support people to live independently and provide a level of reassurance and security to tenants.

Following the successful introduction of these services the council are investing in enhancing the buildings. CCTV is being installed to cover exits and entrances to the buildings and the perimeter of sites, improving security. This CCTV is connected up to the First Response control

room, which monitors CCTV across Oldham, allowing incidents to be tracked and highlighted to the emergency services if necessary. Work has also been done to improve the security of fire doors. Some doors are being alarmed so that an alert is sent to the on site staff, telling them a door has been opened and prompting them to check the door is secured. Some fire doors have had magnetic locks installed that release when the fire alarm is triggered. Please be aware of these changes and avoid using fire exits as your every day exit route.

During 2016 we will be working with the Council to develop plans for sensory gardens to be installed at a small number of courts, and we'll be continuing to look at where else we can make improvements to the service.

BE PREPARED



If you have a power cut, you need to contact your local electricity distributor, who is Electricity North West (in Cumbria, Lancashire, Greater Manchester and parts of North Yorkshire, Derbyshire and Cheshire).

Many wrongly turn to their supplier (the company they pay their bill to) instead of getting in touch with their local electricity distributor – the people responsible for their local electricity network.

**Contact details: 0800 195 4141 (24/7)
www.enwl.co.uk**

Electricity North West offers a Priority Services Register for vulnerable residents.

IS THE PRIORITY SERVICES REGISTER FOR ME?

If you feel that you require extra assistance from them, particularly when you suffer a power cut, then you should join their Priority Services Register. When you join their register, you will have the comfort of knowing that additional support will be available to you and you won't be alone.

Their Priority Services Register caters for their customers who may need extra support during a power cut. If you sign up to the register, they will be aware of your individual circumstances and they can make sure that you get the right help and support that you need in the event of a power cut.

What do they offer?

They have a range of different welfare options, which are tailored to their priority customers needs.

If they are aware of a power cut in your area, they will identify you as a priority customer and offer the extra support you require, so that you are safe and comfortable in your own home.

WELFARE SERVICES AVAILABLE FOR PRIORITY CUSTOMERS:

- **Home visits** - They have a number of 'customer champions' who work across the North West, who can provide home visits and offer help and advice at any stage.
- **Welfare packs** - The welfare packs are made up of items which can help you cope without power, such as blankets, hot flasks, analogue telephones, glow in the dark torches and more.
- **Regular communication** - If your power goes off, they will keep you up to date with progress via your preferred method of contact and let you know when they expect to restore your power.
- **Nominated contact** - You can also nominate a friend or family member to receive updates on your behalf or in addition to you.
- **Generation** - If you rely on electricity for medical equipment, they will (where available) be able to provide back up generation for you.
- **Oxygen backup** - They have a partnership with Air Liquide UK, who provide back up cylinders for anyone that is oxygen dependent.
- **British Red Cross** - They have a strong partnership in place with the British Red Cross who can help with welfare service provision including hot drinks or just a friendly voice on the phone.

Sign up to the Priority Services Register

You can fill in the online application form here www.enwl.co.uk/our-services/electricity-priority-service-customer/priority-customer-registration
If you would prefer to contact them by phone to talk you through your application, you can call them 24/7 on 0800 195 414 or minicom 0800 458 9767 or email enquires@enwl.co.uk

GENERAL ADVICE FOR LOSS OF ELECTRICITY SUPPLY:

- Dress warmly in several layers of clothes.
- Keep a torch handy and check the batteries are working or preferably have a wind up one
- Keep fridges and freezers closed as they will normally stay cold for many hours.
- If possible, fill a flask with hot water and a hot water bottle before the electricity is turned off.
- Make sure you and your vulnerable relatives/neighbours have a charged mobile phone with important numbers, including your network operator's contact details, easily accessible in case help is needed
- Bookmark your network operator's website on your mobile devices and follow them on social media
- Ensure you have food and drink in your home that does not require electricity to heat or prepare it
- Regularly back-up work on your computer
- Remember that modern cordless phones won't work without electricity.
- If you have an oxygen concentrator you can contact Air Liquide UK on 0808 143 9992 for help during a supply interruption.
- If your electricity goes off and you're worried that you or a family member may be at immediate risk, please phone your local hospital or NHS Direct on 0845 4647.

GARDENING TIPS from Court Voice, Joan Graham from Burnley Street/St Herbert's Court

- You can get free large black tubs from Asda (the ones that their cut flowers come in). They only throw them away after sales. My husband drills drainage holes in the base and I grow tomatoes, peppers and courgettes in them. I suppose people could find other uses for them as they are quite large and cost nothing.
- I grow lots of strawberries during the summer and once the plants start to develop I spread straw around the base of them to deter slugs from eating them. Slugs don't like the texture of straw, therefore they won't cross it.
- Because of my age and some health problems this year I decided to cut down on weeding so the small gardens at the front and side of my bungalow have been lined and small pieces of grey slate spread over, then I shall pot plants in containers on top, hopefully this will make life easier for me.



Do you have some tips or advice you want to share with fellow readers?

Get in touch with Issie if you do. Contact Isobel.howard@housingandcare21.co.uk or phone 0370 192 4444

COMPETITION TIME

Theatre tickets to be won!

'Flowery' Word Search Competition

live@thelibrary

Complete the word search, cut it out and post it to Issie Howard, along with your full name, contact number and address, to be entered into a prize draw to win two tickets to see The Oddity at Oldham Library on Friday 29th April at 1pm.

The deadline for entries is Friday 8th April 2016 - Send your completed entries by post to:

Issie Howard
Housing and Care 21, Units 403/404, Chambers Business Centre,
Chapel Road, Oldham OL8 4QQ.

DON'T FORGET THE STAMP!



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 cowslip
 crocus
 daffodil

daisy
 dandelion
 forget-me-not
 hyacinth
 ivy
 marguerite

pansy
 primrose
 snowdrop
 snowflake
 tulip
 viola

Our contact details:

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OL8 4QQ

Email: OldhamEnquiries@housingandcare21.co.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

Housing Benefit/ Council Tax enquiries

0161 770 6633

Age UK Oldham

0161 633 0213

Ring& Ride

0161 652 0248

Citizens Advice Bureau

0844 847 2638

Early Help

0161 770 6672

Silverline (confidential friendship support)

0800 470 8090

NHS Advice

111

Police non-emergency

101

Oldham Community Leisure

0161 207 7000

Voluntary Action Oldham

0161 633 6222

Oldham Library, Greaves St

0161 770 8000