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Welcome

to Grapevine



I recently marked my first anniversary in my role at Brunelcare. So much of what I had thought I would be doing has had to change beyond all recognition.

I am so grateful that I was able to get out and about to meet colleagues and residents before the pandemic hit. But even with such difficult restrictions we have found creative ways to reach out and connect. Some of the conversations I have had online with residents' families, and our teams, have been amongst the richest I have ever had.

Throughout all of this, the Brunelcare team has been impressive. They've kept our services going, from providing daily care, whether that's in one of our care homes or in the community, or repairing our homes and keeping them safe.

As we finish our second lockdown and enter tiered restrictions, we face a very different Christmas than we might have hoped for. But we're determined to try and make it the best it can be. Whether that be heading online for a 'virtual' carol concert, or keeping our care homes open, wherever possible, for 'essential family carer' visits at this special time of year.

With news of vaccines coming almost daily, there are signs of light, and hope, on the horizon. We're in contact with our local GPs and we know that our care home residents, colleagues, and older tenants and residents, will be among the first to receive any vaccine once it is approved.

In the meantime, testing for our colleagues, residents - and soon their families - will increase.
Testing has been a vital tool for us to identify cases and help keep people safe.

What will 2021 bring? It's a year when we'll be celebrating our 80th anniversary - 80 years since the Bristol Blitz which inspired our founders to take action, just as our dedicated teams have done this year. We hope that, by the latter part of next year, we'll be in a position to mark this significant milestone with you all in person!

For now, stay safe.



Oona GoldsworthyCEO at Brunelcare



And Verish GUE.



Residents at Robinson House Care Home have made their debut on the front cover of Vogue magazine and they're looking more fabulous than ever.

The care home decided to 'strike a pose' and get involved with the social media craze, where people superimpose themselves onto the cover of Vogue magazine to replicate other famous celebrity shoots - we even have Beyonce in the mix!

The carers at the Care Home couldn't resist getting involved in the challenge.

Maria Jones, Activity Coordinator at Robinson House Care Home said:

"Getting involved in the Vogue Challenge was lots of fun, I enjoyed being a part of it and taking all the pictures of the residents, it was great to see them smiling - they enjoyed the challenge and I think some of them felt like real celebrities!"



Lisa Brain, Robinson House Deputy Centre Manager said:

"When I found out about our residents getting involved in the Vogue Challenge I thought it was an excellent idea. They all had such fun and didn't stop laughing throughout the photoshoot, our employees have been extraordinary! The pictures have turned out lovely and we're keen to display some of these across our care home so the families and friends of residents can see what fun we get up to at Robinson House."

A most unusual friendship

Even though there's an age gap of over 73-years, pen pals Eva, 14, and Mary, 86, have been keeping each other company during the Coronavirus lockdown by becoming pen pals. The twosome have been writing to one another since April and have exchanged several letters between them.





Meeting via a volunteering scheme launched by Brunelcare to help tackle loneliness during the Coronavirus; Eva sent a letter addressed to any tenant who lived at Colliers Gardens in the hope someone would write back. A couple of weeks later, Eva received her first letter from Mary, a tenant at the site.



Eva said:

"When I first wrote to Colliers Gardens I didn't know if I would get a reply. A few weeks later, I had a letter from Mary. I was so thrilled! Mary and I talk about everything from arts and crafts, to the weather to what we've been up to at the weekend. There's nothing I like more than receiving a letter from Mary in the post. Writing and receiving letters is very exciting and it's definitely a lost art form."

Mary said:

"You're never too old to make friends. Me and my pen pal Eva have found out that we have a lot in common, we both love arts and crafts!
I've been telling her all about
when I was a volunteer, and
my daughter and son-in-law
who both volunteer where I
live. I always look forward to
receiving her letters."

Julie Walker, Extra Care Housing Manager said:

"Mary and Eva have formed a friendship-for-life through the Brunelcare pen pal scheme. The pair have been keeping in touch over the past three months and it's just fantastic to deliver Mary her letters from Eva when they arrive in the post. It's great we are able to make such a difference."

Housing and Property Update

SCOOTER STORAGE

Mobility scooters are a great way to maintain independence and get out and about, but they can also create a hazard when not stored correctly.

Brunelcare are required under the Regulatory Reform (Fire Safety) Order 2005 to reduce the risk of fire within communal areas. Storing and charging mobility scooters in these areas can increase the risk of fire, as well as trips and falls.

If you are considering buying a mobility scooter, please ensure you have sufficient space inside your home to store and charge it. If space is an issue, speak to a member of site staff before purchase as we may be able to provide alternative storage facilities elsewhere on the site. Storage space is limited, however, so we cannot guarantee availability.



Brunelcare asks that all mobility scooter and motorised wheelchair owners:

- ✓ Refrain from storing their vehicle in any part of a corridor or stairwell that might block an escape route, cause an obstruction, or create a trip or fire hazard.
- Only use charging equipment that is electronically safe and subject to a portable appliance test, as part of the annual scheme electrical testing programme.
- ✓ Have appropriate
 insurance in place including liability insurance
 to cover damage to buildings
 or injury involving other
 tenants or visitors.



Brunelcare operates a

STAY PUT POLICY

on all housing sites.

What should you do if you suspect there is a fire?

- ✓ If you are in your flat and there is no fire or smoke, or your fire alarm is not activated, STAY PUT until told to do otherwise by the fire service, police, or Brunelcare staff.
- ✓ If **fire or smoke is present**in your flat or your fire
 alarm is activated, **evacuate immediately** and close your
 front door on exit. Dial 999 and
 proceed to your Fire Assembly
- Point and wait for the fire service or the Brunelcare on-call staff to attend.
- ✓ If you are in the **communal areas** and you hear the fire

 alarm, **proceed immediately to the Fire Assembly Point.**DO NOT return to your flat. If

 you can confirm fire or smoke

 call 999 and request the fire

 service
- ✓ If you hear the fire alarm and see fire or smoke outside your flat STAY PUT, call 999 immediately and request the fire service.

IF YOU ARE IN ANY DOUBT
CALL 999 AND REQUEST
THE FIRE SERVICE

Notices with these instructions are displayed on every site. If you have any questions or concerns please speak with a member of your housing team and they will be able to assist you.

Thank you *Brunelcare Housing Team*

Housing and Property Update



How we can help

If you have problems making your rent payments, tell us straight away. We will listen and offer advice and information on how to solve the problem.

We would urge you not to ignore letters, phone calls, text messages or visits from Brunelcare concerning arrears - we are here to help.

You may be entitled to benefits to help with housing costs if your income has reduced, even if you're still working. We can assist you in claiming welfare benefits you may be entitled to, including Housing Benefit or Universal Credit.

We can also help you seek independent advice from an organisation such as Citizens Advice Bureau, Welfare Rights, or the Money Advice Service.

Direct Debit Payments

Direct Debit payments are the most reliable and secure way to pay your rent. Benefits include:

- Once a Direct Debit is set up, you won't need to remember payment dates as your rent will be paid automatically
- Your rent can come out on a specific day and frequency of your choice (normally when you receive your money)
- Your Direct Debit will automatically be adjusted for you in April during the rent review

If you are not currently paying your rent via Direct Debit then why not switch today by contacting our housing admin team on 0117 9144 245.

Who to contact

If you are in arrears, are struggling to pay your rent or need to make a payment you can contact:

- Your tenancy sustainment officers - Lisa Parry on 0746 7482 857 or Hannah Browne 0777 6652 760
- Brunelcare's housing admin team on 0117 9144 245
- The main office in our extra care housing sites between 8:30-4.30, Monday- Friday

Please remember, if you persistently fail to pay your rent Brunelcare may have no option but to take legal action against you which could lead to you losing your home.

We thank you for paying vour rent on time.

Care Homes Update

Deerhurst

We have been the very lucky recipients of a huge cake, juke box, piano, hampers and over £3,000 in cash - all donated by residents' families! We have also had some very special birthdays with Dora turning 106 and Edna 104. Staff have worked incredibly hard to maintain standards and a sense of fun throughout the pandemic, so a big thanks to everyone!



Saffron Gardens



A harvest festival was held in September and staff collected donations for a local food bank. We realised that despite the difficult circumstances, we have at least been able to work through the COVID-19 pandemic and this is a luxury not everyone has had. We were inundated with generous donations and would like to extend our thanks to all who contributed.

Glastonbury



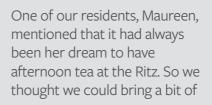


The hotly anticipated
Glastonbury Care Home Bake
Off went down a treat. A big
thanks to everyone who made
cakes. Everyone had a great time
doing the all important tasting!

Care Homes Update

Little Heath







glamour to Little Heath and held our own 'Putting on the Ritz' event! We all dressed up in our finery and had afternoon tea, complete with music and dancing.

Robinson House

As well as enjoying their newfound fame as social media stars after the Vogue challenge, residents enjoyed a fete this September, with lots of cake, and a good old fashioned tombola.





Orchard Grove

Guests at Orchard Grove enjoyed tea, cake and a special viewing of David Attenborough's 'A Life on Our Planet'. We've also held a Macmillan Coffee Morning and got creative for World Poetry Day.





Community Service Update

Message from Michelle Caine, Director of Community Services



As we move into winter we continue to have our employees' and clients' safety at the forefront of our service delivery.

My heartfelt thanks goes to all our wonderful employees who have worked extremely hard to ensure our services continue during these unprecedented times.

A MASSIVE THANK YOU

Kingswood

Recruiting additional staff is

our top priority at present.

We have had a great response

We're thrilled to announce that the care team at Woodland Court have been shortlisted for the Great British Care Awards.

Woodland Court

CELEBRATING EXCELLENCE IN SOCIAL CARE



Well deserved!



We're currently talking to local artists about producing some exciting new wall art to brighten up our corridors. We look to continue the current success in filling the new flats within the Waverley Gardens extension over the coming six months.

so far and look forward to

members.

working with our new team

Waverley Gardens



We are delighted this autumn to work with Bristol City Council and Sirona to pilot a

ABC Centre

discharge to assess service into the ABC centre.

Community Service Update

Somerset

We are focussing on recruiting new reablement workers to carry out the Discharge to Assess service in the Sedgemoor and Mendip areas.



Colliers Gardens



Brunelcare Colliers's Gardens received a lovely surprise from the local supermarket Morrisons. Julie Drummond who is Morrisons' Community Champion brought 2 large bags of goodies for both tenants and staff.

The bags were full of biscuits, tea, coffee, sugar and chocolate for all to enjoy. Morrisons wanted to thank all the key workers and make contact with people living in the local community. So in return we say a big thank you to all at Morrisons - we really do appreciate that you have thought of everyone at Colliers.

Volunteering Update

Volunteering at Brunelcare is about making connections and building community.

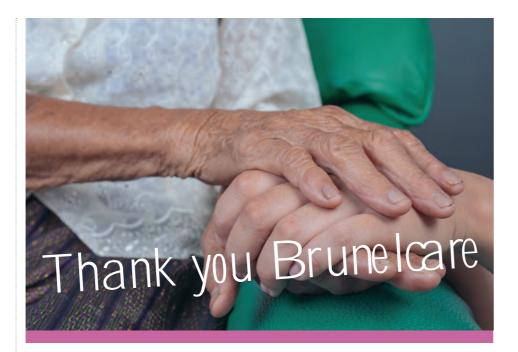
Many of us don't get much opportunity to engage with people we don't already know - especially now that we're all living with the restrictions brought about by Covid.

As a society we are living longer than ever before and the communities we live in can have a dramatic effect on our wellbeing and enjoyment of life. Our community engagement and volunteering helps connect individuals regardless of their age or background and it's simply amazing just how much people have in common!



Eva and Mary met through our Penpal scheme and have been writing to each other for months. Even with an age gap of over 73 years, they have found much in common.

Working together with volunteers has been one of the ways in which Brunelcare have tried to limit the impact of loneliness and isolation



during the pandemic. Connecting people in our local and wider community not only helps our own resilience and wellbeing but has reciprocal benefit to those around us.

The NHS has outlined 5 steps to mental wellbeing and top of the list is 'Connecting with other people'. Connected and caring communities keep people well. If you feel you belong to a community, and that community makes you feel valued and accepted, you're more likely to be healthy.

Mike and Nicky met through our Friends on the Phone service during lockdown. Mike who lives in one of our sheltered accommodation sites, spoke to us about receiving calls from Nicky 'We seemed to hit it off from the very start. Our first phone call lasted over forty five minutes. Our second one, over seventy five minutes. We found so much to talk about. It was as if we have known each other for years.' Mike and Nicky were able to meet for

the first time when BBC Points West recorded a feature about Friends on the Phone.

Amazingly, an old friend of Mike's, Roger, saw him on TV and got in touch. Speaking about their meet-up,

Mike said:

'I had a wonderful afternoon yesterday, I hadn't seen Roger since 1972. He was kind enough to drive all the way from Coleford, just to see me again. Now I have another friend, all due to the Brunelcare scheme, Friends on the Phone. Thank you.'

FOR MORE INFORMATION

If you would like to find out more about any of our volunteering or community activities please contact Emma and Liz at volunteering@brunelcare.org.uk or call 07786 038 058.

Visiting during lockdown:

Our Deerhurst care home



Throughout the Coronavirus pandemic, our Deerhurst care home has gone above and beyond to ensure residents can keep in touch with their loved ones.

Lockdown restrictions during the pandemic meant residents were unable to see family through their usual visits, but the team at Deerhurst ensured every option was made available for them to keep in touch.

At the start of lockdown, the team introduced a dedicated window visiting area, where family members could prebook to see their loved ones from a safe distance. They also employed the help of technology to ensure regular communication, setting up Facetime, Whatsapp, Skype and telephone calls, and recording regular video updates on Whatsapp to be shared with family.

On July 1st, they were able to open their doors to outdoor visits, and since this time they have held over 1,000 socially distanced visits between residents and family members!

To make these as safe as possible, Brunelcare has a visiting procedure in place, which includes compulsory temperature checks on arrival, use of disposable face masks to be discarded after each visit, hand hygiene, and social distancing measures.

Deerhurst has recently opened up an external office space to hold indoor visits as lockdown restrictions ease further, and have successfully held over 100 of these since opening. Residents and family



members are thrilled to be able to see each other again, and are grateful to Deerhurst for their outstanding effort during this time.

One family member said:

"The whole team has been incredible. We cannot thank you enough for your professionalism, compassion and loving care. With all our love and respect, thank you for keeping everyone safe. Seeing mum today made us so happy and well confirmed that we made the best decision when we brought her to Deerhurst."

To thank them for their hard work throughout the pandemic, family members have expressed their gratitude to the team through gifts, donations and compliments.

Lesley Hobbs, Care Home Manager at Deerhurst, said:

"We have been given so much support from families. We have received donations of over £3,000, plus so many regular gifts of cake, biscuits, chocolate, wine, and hand creams. Every single member of staff was given a handmade bracelet saying how wonderful we are, and we receive so many compliments."

While Deerhurst hope to continue with regular visits for as long as possible, Brunelcare is constantly monitoring the latest government advice and is prepared to adapt as needed.



The results are in and we are happy to share with you the winners of this year's annual Brunelcare in Bloom Competition.

We wanted to say a huge thank you to everyone who sent in their entries for this year's competition; due to current circumstances we had to change the way in which Brunelcare in Bloom usually operates, so a huge thank you for bearing with us! We still managed to receive lots of lovely entries.

BEST EDIBLE

Sally Frampton - Linden Close

GARDEN

It was a tough judging process but we are excited to share with you

This year's first place winners will receive a £50 B&Q voucher with second and third place entries receiving a £25 voucher.

BEST CONTAINER GARDEN

Sally Frampton - Linden Close



Terry Banfield - Eglin Croft



Barbara Lewin - Woodland Court



BEST RECYCLED GARDEN

Sally Frampton - Linden Close



who took part

TENANTS PHOTOGRAPHY

THE RESULTS

A huge thank you for everyone who submitted their entries into the Tenants Photography Competition.

It was a tough judging process but we are excited to share with you the results! This year's first place winners will receive a £25 Love2Shop voucher and certificates will be awarded to first, second and third place winners.

Thank you everyone who took part! We'll be in touch with you to arrange the delivery of your prizes and certificates.

A DAY IN THE LIFE

Barbara Lewin, Woodland Court



Eric Ellis, Maple Close



Sally Frampton, Linden Close



WILDLIFE

Eric Ellis, Maple Close



Terry Banfield, Eglin Croft

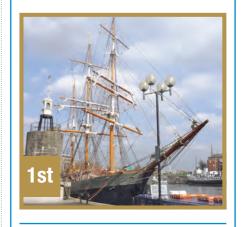


Graham Phillpotts, S. Gardens



THE GREAT OUTDOORS

Richard Leach, Willow Bank



Eric Ellis, Maple Close





DEDICATED NURSE RECOGNISED IN

QUEEN'S BIRTHDAY HONOURS

Brunelcare's Director of Nursing and Care Homes, Sandra Payne, has been recognised with an MBE in the Queen's Birthday Honours list.

Awarded for services to social care and response to the Covid-19 pandemic, Sandra has dedicated much of her career to the sector.

Qualifying as a nurse in 1986 at the Bath School of Nursing, Sandra worked in acute medical wards and specialised in cardiology at the Bristol Royal Infirmary.

She went on to work as a District Nurse in south Bristol, before joining Brunelcare in 1993 on a part time basis as her children grew up.

Since then, Sandra has gone on to manage one of the charity's care homes, and lead on clinical excellence, before being appointed Director of Nursing and Care Homes in 2019.

Brunelcare's Chief Executive, Oona Goldsworthy, said:

"As a nurse Sandra has dedicated her career to caring for others. For that alone she is a worthy recipient of this honour. This year, however, Sandra has played a pivotal role in our response to Covid-19. She has done so calmly, showing real leadership in the most challenging of circumstances"

Brunelcare operates five care and nursing homes, including Little Heath, an 88 bed care home and reablement centre in South Gloucestershire, which Sandra led the opening of in the midst of the pandemic.

Oona continues:

"We are bursting with pride for Sandra. She is an incredible professional, combining a 'can-do' attitude with genuine kindness and empathy. She is extremely modest and would never expect to be recognised in this way. A true unsung hero and an inspiration to us all."

Sandra said:

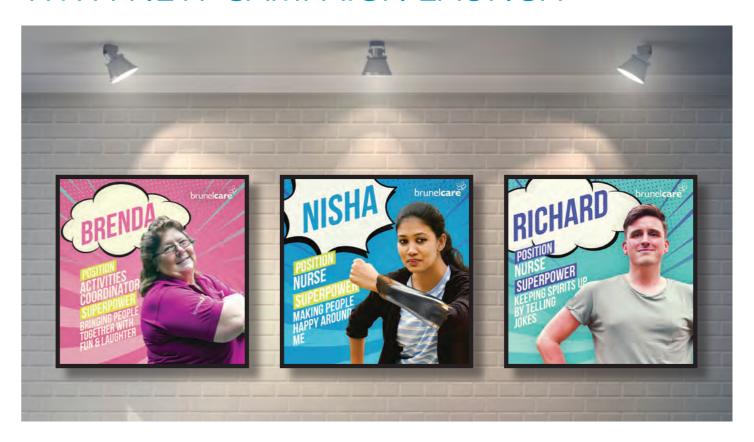
"I am absolutely amazed and incredibly proud to have been awarded this honour. Nursing has always been my passion and working at Brunelcare in social care has given me so many great opportunities to make a real difference."



BRUNELCARE CELEBRATES ITS REAL LIFE

HEROES

WITH NEW CAMPAIGN LAUNCH



Brunelcare has launched a new campaign to celebrate the amazing work of its employees and inspire others to join the team.

Workers from across the charity have had lots of fun taking part in a comic-book style photoshoot and being turned into Brunelcare's very own superheroes!

The campaign aims to highlight the incredible work ethic and abilities of those working in the care sector during these unprecedented times.

Carley Martin, Team Leader and one of our Brunelcare Heroes said:

"It's great to be asked to be a part of the Heroes campaign. It's a really fun and imaginative way of highlighting all the great work we've done at Brunelcare all while promoting trust in the care sector. The photoshoot was lots of fun and I think it'll highlight Brunelcare as a great place to work alongside a great place to receive care."

Oona Goldsworthy, CEO at Brunelcare said:

"I think the Heroes campaign is just brilliant! We've not launched a campaign like it before. It's fun, it's exciting, but it also captures the heart of what we stand for and what we do at Brunelcare."

If you're interested in a career in care, find out more about becoming a Brunelcare Hero at: brunelcare.org.uk/work-with-us

SPECIAL DELIVERY

We want to give a massive shout out to our postal worker neighbours Peter, Gil and Eugene for helping us out of a tricky spot.

As part of our determination to keep PPE stocks high, 9 pallets of gloves were delivered to Saffron Gardens. While all available Brunelcare staff members rallied to assist with the unloading, it was clear that more help was needed. Peter, Gil and Eugene, who had been working at the Royal Mail depot over the road, spotted our predicament and came over to lend a hand.

It took the team over 3 hours to unload all the boxes, but it would have been considerably longer without the help of our friendly neighbours.



EASY MINCE PIES

INGREDIENTS:

- 225g cold butter, diced
- 350g plain flour
- 100g golden caster sugar
- 1 small egg, beaten
- Icing sugar, to dust

METHOD:

1 To make the pastry, rub the butter into the flour, then mix in the golden caster sugar and a pinch of salt.

- 2 Combine the pastry into a ball - don't add liquid - and knead it briefly. The dough will be fairly firm, like shortbread dough. You can use the dough immediately, or chill for later.
- 3 Heat the oven to 200C/180C fan/gas 6. Line 18 holes of two 12-hole patty tins, by pressing small walnut-sized balls of pastry into each hole.
- 4 Spoon the mincemeat into the pies. Take slightly smaller balls of pastry than before and pat them out between your hands to make round lids, big enough to cover the pies.
- 5 Top the pies with their lids, pressing the edges gently together to seal - you don't need to seal them with milk or egg as they will stick on their own. Will keep frozen for up to one month.
- 6 Brush the tops of the pies with the beaten egg. Bake for 20 mins until golden. Leave to cool in the tin for 5 mins, then remove to a wire rack. To serve, lightly dust with the icing sugar. Will keep for three to four days in an airtight container.

www.bbcgoodfood.com mince-pies

BREXIT UPDATE

Staying in the UK if You're From the EU

The UK government has said it will protect the rights of any EU citizens already living in the UK on 31 December 2020, but you will need to apply for a new legal

To do this, make sure you register with the government's EU settlement scheme, which is open until 30 June 2021.



SUDOKU

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ANSWERS

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WORD SEARCH

P	I	C	T	Ι	0	N	Α	R	Y	L	L	C	T
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В	E	Н	N	P	T	G	Α	L	U	D	0	U	N
Α	E	В	E	C	P	N	T	В	P	C	H	E	N
C	E	T	Н	S	E	0	T	S	I	Y	S	D	0
K	R	0	S	P	S	E	L	A	0	N	G	0	E
G	I	L	C	C	0	C	E	C	Y	0	J	D	0
Α	A	L	R	E	L	0	S	c	L	c	E	D	Н
M	T	U	A	I	C	C	Н	E	0	A	N	T	T
M	I	U	В	L	C	0	I	J	P	L	G	Y	N
0	L	C	В	E	Α	E	P	0	0	I	Α	В	Y
N	0	0	L	M	P	L	Y	R	N	I	C	T	I
C	S	L	E	0	N	E	C	L	0	0	I	M	L
M	T	0	В	E	S	N	C	C	M	Y	A	Y	A

CAN YOU FIND THESE WORDS?

LUDO

MONOPOLY

BACKGAMMON

SCRABBLE

SOLITAIRE

CHESS

CLUEDO

BATTLESHIP

PICTIONARY JENGA



Brunelcare Head Office

Saffron Gardens Prospect Place Whitehall Bristol, BS5 9FF 0117 914 4200 info@brunelcare.org.uk

Housing Customer Services Team:

0117 914 4257

Emergency Maintenance Freephone:

(Extra Care Housing & Sheltered Housing) 0800 072 6308 (8:30am - 4:30pm)











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