

# grapevine

NEWSLETTER

## What's Inside



### Together with Customers

Our Commitments to our Customers

### Help when you need it

Help, Support & Solutions



### Tenants Photography

The Results

### Part Of Something More

The New Recruitment Campaign



## Customer Satisfaction Survey

*The results are in! Thank you to everyone who took part*

## Contents

- 2** Welcome To Grapevine From Oona
- 3** Together With Customers
- 4** Extra Care Housing Updates
- 6** Customer Satisfaction Survey
- 8** Housing and Property Update
  - Thinking of improving your home?
  - Want to save money on your energy?
  - Our Journey to Carbon Neutrality
  - How we schedule repairs at Brunelcare
  - Disposing of large household items and bulky waste
- 10** Help when you need it
- 12** Grants
- 13** Brunelcare Financial Support Fund
- 14** Tenants Photography - The Results
- 15** Improving the Customer Experience
- 16** Part of Something More & Real Living Wage
- 17** Fire Safety
- 18** Brunelcare in Bloom Competition
- 19** Recipe and Wordsearch

# Welcome



**Since Christmas, things have not slowed down. We have still been in the grip of Covid, with more positive cases than ever. But thankfully, numbers are now falling, and we have been able to resume all activities and services.**

Thank you if you found the time to complete the Customer Satisfaction Survey last year and if you have taken part in one of the focus groups. You can see the findings from the survey on pages 6 and 7. I attended some of the focus groups, and the big message I heard was that we needed to get our communication right. To explain and let people know what was going on, even if we didn't always have the answer. One outcome is to change Grapevine, so it's just targeted at our housing customers. Another is to invest in up-to-date technology that will

allow you to access our services when you want to. See page 15 for more information about this.

The cost of living crisis has taken us all by storm, particularly the extraordinary increase in energy costs. We've put together some tips on page 8 and on pages 12 and 13 you can find out more about our Financial Support Fund and access to external grants.

But we know we can't mitigate all the impacts of the energy hike alone. Longer-term, your homes have to become more energy-efficient, and you need to be in control of your usage. So we will develop a plan to achieve zero carbon across our homes. This year, we invested nearly £4m in energy efficiency and building safety to make all our homes safe and warm.

At the start of the pandemic, we all clapped on our doorsteps for carers. But even then, we knew it wasn't enough just to say thank you. I am pleased to announce that from April 1st, Brunelcare has achieved accreditation as a Real Living Wage Employer. No colleagues at Brunelcare will be paid less than the Real Living Wage.

I hope you enjoy this new revamped edition of Grapevine. Please let us know what you think, and enjoy the warmer weather.

Take Care

**Oona Goldsworthy**  
CEO at Brunelcare



# Together with Customers

*Help us create a 'Together with Customers Charter'  
to strengthen our relationships with our customers*

**The Together with Customers initiative was launched in 2021 to strengthen the relationship between Brunelcare and you, our customers.**

**We have been working with you to create a new charter that outlines our commitments and how we will meet them.**

Through the engagement sessions held and within our Customer Satisfaction Survey, we asked our customers to get involved and volunteer to be part of the Customer Advisory Groups that will provide us with valuable insights and help us make better decisions.

We are delighted that so many of our customers wanted to be part of this initiative and have now formed the groups for each service Brunelcare provides to its customers.

The kick-off meetings were held in late February/early March 2022, and it was great to get together with our customers and listen to their thoughts and views on how they currently feel about Brunelcare and what the Charter might look like.

We learnt a lot from our customers during these sessions, particularly some of the main concerns they currently have around communication, the relationship between our customers and Brunelcare and the quality of the services Brunelcare provides.

Using all of this feedback, we have been able to draft the first version of the Together with Customers Charter for their review. This has been shared with our Customer Advisory Groups, and we are now meeting with them for a second time so that they can provide us with feedback on the draft charter, ensuring that we have listened to and captured

all of the valuable information they provided us with.

All of our customers will be receiving a version of the Together with Customers Charter, and we invite you to provide your thoughts on what we have put together.

We will be attending meetings and holding some pop-up events so that all of our customers can get involved in providing us with feedback.

## FURTHER INFORMATION

**More details about these events and ways to get involved will be promoted at our sites and website: [brunelcare.org.uk/together-with-customers](https://brunelcare.org.uk/together-with-customers)**

**You can also get in touch via email: [together@brunelcare.org.uk](mailto:together@brunelcare.org.uk) or call us on: 07557 568565**

# Extra Care Housing Updates

## COLLIERS GARDENS

**We kicked off the New Year with our East meets West New Year party, held on 1st February to start the celebrations for Chinese New Year. Christmas events took place, and everyone enjoyed the party held on 16th December 2021.**

We are busy preparing for the Platinum Jubilee and looking forward to future events, including the Summer Fete. We have had a couple

of befrienders, Anna and Martin, who have positively impacted some of our customers. Our volunteers' have been such great support and continue to support us with our activities.

We have welcomed new customers to our Colliers family and new colleagues too. A huge warm welcome to all of you!



## ABC CENTRE

**As we have entered the New Year, we have enjoyed the activities and entertainment that our entertainments committee has led. Their first event was a great success, and customers enjoyed line dancing lessons in preparation for their Country and Western party.**

Our exercise group is growing week on week, and we are definitely seeing customers' competitive sides, even asking



for some inter-Brunelcare competitions. We look forward to exploring their ideas over the coming months and sharing this with you all. Many of the flats at the ABC Centre have



been having new kitchens fitted. Customers have been involved in the planning and design process, and so far, they're all looking great!

# Extra Care Housing Updates

## WAVERLEY GARDENS

**After a slow start to the New Year, we are now full steam ahead here at Waverley, welcoming new members to our staffing team and new customers to our family.**

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We are eagerly awaiting sunnier days and have been working behind the scenes and managed to bring our customers a fantastic Easter Eggstravaganza, the Queens Platinum Jubilee, our beach-inspired Summer Party, and our very first Waverley Wedding!



In the meantime, we will continue with our weekly activity and entertainment schedule, including our ever-expanding favourite, The

Waverley Bingo, and a new addition after some tenant feedback in the form of Olympic Style Curling.

# Retirement Village Updates

## WOODLAND COURT

**Woodland Residents are enjoying being able to meet up again. They have started a residents quiz and a fish and chip evening, which is very kindly organised by Mrs Gaynor Powell.**

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It's fantastic that laughter can be heard on a Tuesday afternoon from the gentle exercise class as they try to keep up with the service provider!

**We've been having lots of fun at Woodland Court and are excited to continue this way!**



# Customer Satisfaction Survey

## THANK YOU

to all our customers who took part in the satisfaction survey between October 2021 - January 2022.

Customers were split into 6 groups

- 1 Sheltered
- 2 Retirement Village
- 3 Care Homes
- 4 Help When You Need It - Community Support
- 5 Community Care
- 6 Extra Care

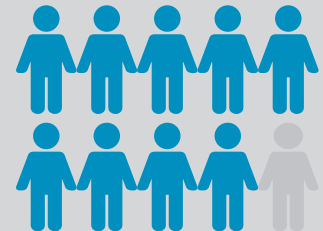
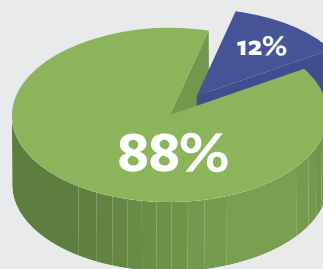
and each group was sent a paper questionnaire tailored to them.

The survey focused on how happy you are with the way Brunelcare delivers key services and maintains your homes. The survey was anonymous and carried out by an independent market research company - Acuity Research & Practice.

## Here are the results...

### Sheltered Housing Services

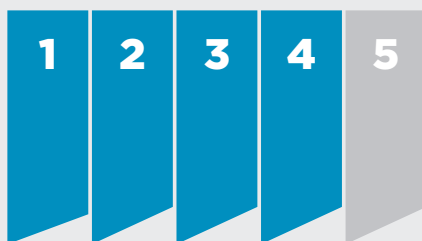
Some **88% of customers** are satisfied with the **quality of their home**, with slightly more feeling that their home is safe and secure



**89%** Almost **nine in ten** customers agree that they are proud to call where they live their home.



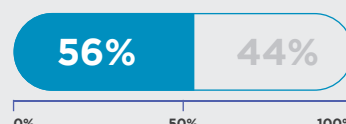
**85%** Slightly less agree that **they feel** that their home is safe and secure.



Four-fifths of customers are **satisfied with the way Brunelcare deals with repairs and maintenance**



Just under **two-thirds (60%) of customers** feel that **Brunelcare listens to their views** and acts upon them and a further **56% are satisfied that they have a say in how Brunelcare manages its services.**





# October 2021 to January 2022

## Help when you need it



**All customers are satisfied with how easy they find it to make contact regarding queries and concerns**, that they see the same support worker who arrives at the expected time.



**All customers are also satisfied with the quality of support they receive** in addition to feeling that this support meets their current needs.



Some **84% of customers feel that they are involved in the decision making** surrounding their support needs, **94% feel that they are communicated with about these needs** and a further **84% are satisfied with how Brunelcare responds to the changes** or alterations they request.

## Extra Care Housing



Some **92% of customers are satisfied with the quality of their home**, with marginally more feeling that their home is safe and secure (94%).



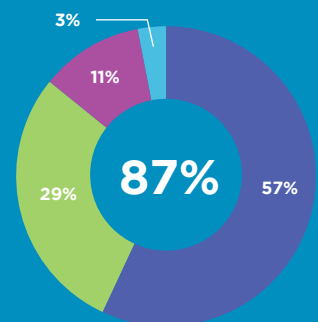
A further **90% of customers are satisfied with the value for money** that their rent represented but slightly less are satisfied with the value for money of their service charge (85%).



Almost **nine in ten (88%) customers are also satisfied with the quality of care they receive** in addition to feeling that this support meets their current needs (84%).

**Three-quarters of customers are satisfied with the choice of meals in the restaurant (76%), as are 70% with the quality of the meals provided. Around four-fifths of customers are satisfied with the value for money** that the restaurant represents (79%).

Almost **nine in ten of customers (87%) are satisfied with the housekeeping and laundry services** provided to them.



Very satisfied Fairly satisfied Neither Fairly Dissatisfied

## Whats next?

**Carrying out this survey is just part of our work to involve you in improving our services.**

**You can find the full survey results on our website.**

If you have any questions about the survey please contact us on **0117 914 4200** or email us at **hello@brunelcare.org.uk**



**YOU  
SAY  
WE  
DO**

# Housing and Property Update

## Thinking of improving your home?

**If you intend on carrying out any improvements or alterations to your home, don't hesitate to get in touch with Brunelcare's Repairs Team.**



A member of our team can advise our customers on the request and issue a permissions letter, allowing the works to be carried out at your home! By doing this, you'll be following the correct procedure, and it will also help us understand our homes to the fullest and how we can improve.

### PLEASE CONTACT

Please get in touch with **repairsandmaintenance@brunelcare.org.uk** to start the process.

**We look forward to hearing from you!**

## Want to save money on your energy?

### The Centre for Sustainable Energy has valuable energy-saving tips!

The CSE's trained and independent energy advisors offer free advice on domestic energy use to households across Bristol, South Gloucestershire and Somerset.



They have many helpful energy-saving tips and great myth-busting pointers about energy across your home.

Visit their website for more information:

**[www.cse.org.uk/advice](http://www.cse.org.uk/advice)**

You can also call them on **0800 082 2234**

## OUR JOURNEY TO CARBON NEUTRALITY

**Through the Clean Growth Strategy, the UK government has set a target for social housing providers to attain the minimum rating of Energy Performance Certificate (EPC) C for rented properties by 2035. However, Brunelcare has set a target of 2030 in our new strategy.**

This is an important milestone toward the longer term and a

much more ambitious challenge to make all our homes 'net-zero-carbon' by 2030.

Brunelcare has partnered with Ambue, an energy company that will be assessing three of our sites, Chestnut Close, Spinney Croft, and Garden Close, to gain valuable insight into the energy performance of the sites. This will help us assess the energy performance and inform us of any improvements we can make at Brunelcare.



# Housing and Property Update

## How we schedule repairs at Brunelcare

### ROUTINE

*(to be completed within 3 to 14 days)*

Routine repairs are for repairs that could be deferred without causing severe discomfort, nuisance, inconvenience to the occupants or third parties, or long-term building deterioration.



### URGENT

*(1 to 3 days)*

Urgent repairs are repairs where the situation is causing discomfort, inconvenience or nuisance to the occupants or a third party and are likely to lead to further deterioration of the property if the problem persists. These are:

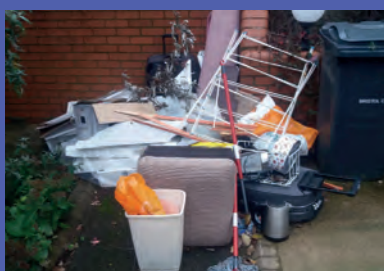
- A follow up from an emergency repair
- A minor leak of water that is containable
- Failure of light within a communal staircase
- Loss of heating or hot water outside of the priority period

### EMERGENCY

*(made safe within 4 hours)*

- Any fault that could lead to the death or injury of occupants, staff, visitors or the public.
- Faults likely to cause extensive damage to a building and its contents.
- Faults likely to lead to a contravention of Health and Safety regulations and could result in a danger to life and limb.
- Flooding
- A significant leak that is uncontainable
- A significant fault with the electricity supply
- Unsafe electricity fittings
- Breaches of security to outside doors and windows
- Gas leaks (**Call National Gas Emergency Service on 0800 111 999**)
- Blocked main drains, soil pipe or sole WC
- Heating or hot water loss during the period 31 October - 1 May
- Failure of a lift
- Failure of warden alarm/call system.

## DISPOSING OF LARGE HOUSEHOLD ITEMS AND BULKY WASTE



We would like to ask all our customers not to leave large waste items at sites. This creates a potential fire risk and can harbour vermin. The cost of non-allocated collections are allocated

back to the service charge for that site.

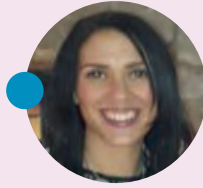
If you need to dispose of large household items and bulky waste, please contact Bristol City Council. They offer a bulky household item collection service. They can be contacted on 0117 922 2100, or you can visit their website:

**[www.bristol.gov.uk/bins-recycling/bulky-household-item-collection](http://www.bristol.gov.uk/bins-recycling/bulky-household-item-collection)**

# Help when **YOU** need it



**Femi Robinson**  
Support Services Manager



**Gemma Hynan**  
Housing Support Worker



**Janice Clements**  
Housing Support Coordinator



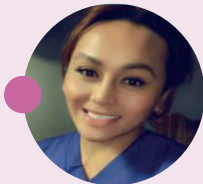
**Linda Ware**  
Senior Housing Support Worker



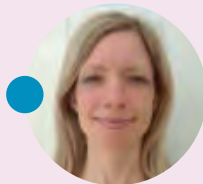
**Daniel Mansie**  
Health and Wellbeing Officer



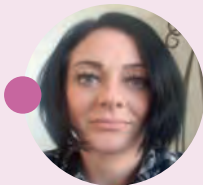
**Lucy Sweet**  
Housing Support Worker



**Daniela Masarque**  
Health and Wellbeing Officer



**Denise Fellows**  
Senior Housing Support Worker



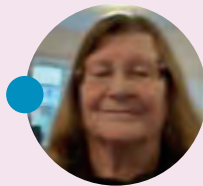
**Zoe Gibbs**  
Health and Wellbeing Officer



**Steve Foster**  
Housing Support Worker



**Sue Northall**  
Housing Support Coordinator



**Fiona Cockell**  
Housing Support Worker

 **Health and Wellbeing Team**

 **Community Team**

## **An introduction to the Help When You Need It Team**

### **WHO ARE WE**

The Brunelcare Help When You Need It team consists of two teams that provide person-centred support for people in Bristol.

### **WHO IS THE SERVICE FOR?**

**The Help When You Need It - Community Team,** provides support to anyone aged over 55, living within the boundaries of Bristol, has a support need and is not currently a customer of Brunelcare.

**The Help When You Need It - Health and Wellbeing Team,** supports our customers living within our sheltered/independent living properties and has a support need.

### **WHAT'S THE AIM?**

The aim is to work with you to try and prevent the need for longer-term support and enable you to continue to live independently in your community, and work towards trying to avoid hospital admissions. We will also liaise with the hospital teams to assist you with a smooth, planned and supported hospital discharge back home.

### **WHAT CAN I GET HELP WITH?**

An example of some of the things that we may be able to support you with are:

# HELP • SUPPORT • SOLUTIONS

## Home and Tenancy

We can support you to maximise your Tenancy and live in housing that is well maintained and suitable for your needs.

## Health and Wellbeing

We can support you in looking after your health and Wellbeing and remaining well.

## Dignity and Respect

We can support you to identify solutions to ensure you are treated with dignity and respect.

## Access to activities and Work

We can support you in accessing work training and activities you are interested in.

## Connect with community

We can support you to connect with your local community and community groups and have the social life that you want, to prevent loneliness and social isolation. This can include signposting to the local community and activity groups, befriending and volunteer services, and support to keep in contact with family and friends.

## Finance

We can support you with managing your money and financial affairs, such as welfare benefits, utility bills, advice and signposting to Money Advice Services (such as BCC's Welfare Rights and Money Advice Service – WRAMAS) and Citizens Advice.

## Other

We can support you with different identified support needs, such as:

- Mental Health
- Substance misuse issues

- Hospital discharge - Support leading up to, and following immediate discharge from hospital and support to try and prevent readmission back into hospital.
- Support the development and promotion of skills required for maximising independent living in older age.
- Support with aspects of maintaining Tenancy, such as effective liaison with Registered Social Landlords regarding tenancy issues/ queries (i.e. repairs and maintenance).
- Support maintaining your environment, including referral for adaptations and assessments, access to Assistive Technology and Gadgets.
- Support with finances

## WHAT WE CAN'T HELP YOU WITH?

Unfortunately, we aren't able to support you with the following:

- Tasks that are classed as personal care or domestic tasks, such as cooking, cleaning, gardening and DIY.
- Counselling
- At Brunelcare we have a volunteering team who will be able to help with befriending. Get in touch with the team at [volunteering@brunelcare.org.uk](mailto:volunteering@brunelcare.org.uk) to find out more.

However, we can put you in touch with another service that would be able to help and support you with the above.

Our teams are passionate about providing support that promotes

the dignity of people using our services. We prioritise finding out what is essential to our customers and help maintain dignity and respect while providing the much-needed support to assist our customers in achieving their full potential.

## WHO CAN MAKE A REFERRAL TO OUR SERVICE

Customers, professionals, family members and friends can make referrals for our services. If you would like to make a referral to any of the services or need more information, please get in touch with us.

## HOW TO MAKE A REFERRAL TO THE SERVICE

We can be contacted on the following details below :

### Help When You Need It - Communities Team

Via email: [hwynireferrals@brunelcare.org.uk](mailto:hwynireferrals@brunelcare.org.uk)

Website: An online referral form can also be accessed via the Brunelcare website.

[www.brunelcare.org.uk/our-care/help-when-you-need-it-support-service/](http://www.brunelcare.org.uk/our-care/help-when-you-need-it-support-service/)

Telephone: 0117 428 1274

### Help When You Need It - Health and Wellbeing Team

Via email: [health.andwellbeing@brunelcare.org.uk](mailto:health.andwellbeing@brunelcare.org.uk)

Website: An online referral form can also be accessed via the Brunel Care website.

[www.brunelcare.org.uk/our-care/help-when-you-need-it-health-and-wellbeing/](http://www.brunelcare.org.uk/our-care/help-when-you-need-it-health-and-wellbeing/)

Telephone: 0117 321 5551



# Grants



**If you are struggling financially or on a low income, you may be entitled to receive help from various sources, including the government, charities and even some companies, by way of a grant.**

A grant is money or a voucher that contributes to living costs when buying something or paying someone. It may not cover the total cost of the item or bill, but it can go a long way to helping towards utility bills or help with providing for an essential piece of furniture or appliance.

There are hundreds of small charities that give grants to individuals, and the easiest way to find out if you qualify for one of these grants is to research! Turn2us is a website where you can search for available grants

using your postcode and by type of grant help you are looking for. Visit: **[www.turn2us.org.uk](http://www.turn2us.org.uk)** and click search for a grant to get started!

If you receive Job Seekers Allowance (JSA) you can ask about the Flexible Support Fund, which can be used for transport, clothing, tools etc. These grants are available to make finding a job easier when certain things are needed for the job, and can be applied for by talking to your employment coach or case manager at the Jobcentre Plus. Anyone who is on benefits and looking for work can apply.

Friends of the Elderly is a charity that provides grants to those at, or over retirement age, are on a low income or have little or no savings and may not qualify for other grants. An application can be made on your behalf by a professional, such as a caseworker, social

worker, housing officer or other professional. The website for applications and information is: **<https://www.fote.org.uk/our-charity-work/grants-2/>**

**If you struggle to pay your essential bills, including rent, please do not stay silent. Talk to a housing team member whose contact information you can find at the site office, or call the customer service team on 0117 914 4257**

**WE ARE  
HERE  
TO HELP  
YOU!**



# Brunelcare Financial Support Fund

**We have created a brand-new financial support fund to help our customers in times of financial hardship.**

## What is the Financial Support fund?

**We have set aside a fund of £20,000 to support you, our customers, in times of financial hardship.**

With the costs of living increasing, we want to ensure help is available to you where no other easily accessible funding is obtainable.

## Who is it for?

The fund is available to all Brunelcare customers. There will be an annual cap per person of £500, and an individual grant cap of £250.



## What will it cover?

Fund grants **will** cover:

- ✓ White goods, furniture and floor coverings
- ✓ Shopping vouchers for food (where access to a food bank is not possible)
- ✓ Home adaptations to support independent living
- ✓ Other essential items, equipment or services to support basic living needs

The fund **will not** cover:

- ✗ Payment of debts
- ✗ Payment of rent or care fees
- ✗ Cash payments directly to customers

## How can I apply?

To apply, you must complete an application form through a Brunelcare colleague, which will include an eligibility check and income assessment.

## What happens next?

Applications will be reviewed and applicants will be contacted with a decision as soon as possible.

## FURTHER INFORMATION

To find out more about the Financial Support Fund, read our full policy by visiting our website or scan the QR code



**SCAN  
ME  
NOW!**

[brunelcare.org.uk/  
financialsupportfund](https://brunelcare.org.uk/financialsupportfund)

# TENANTS PHOTOGRAPHY

## THE RESULTS

### Tenants Photography Competition Winners Announced

First place  
**WINNERS**  
each win a £25  
Love2Shop  
voucher.

Find out how you  
can get involved in  
our next Tenants  
Photography  
Competition in the  
Summer edition  
of Grapevine.



#### Celebration

- 1 **Roger Frampton** - Linden Close
- 2 **Eric Ellis** - Maple Close
- 3 **Sally Frampton** - Linden Close



#### Sports and Games

- 1 **Sally Frampton** - Linden Close
- 2 **Eric Ellis** - Maple Close



#### A Day in the Life of

- 1 **Eric Ellis** - Maple Close



#### Wildlife

- 1 **David Sinden** - St Barnabas
- 2 **Eric Ellis** - Maple Close
- 3 **Roger Frampton** - Linden Close



# IMPROVING THE CUSTOMER EXPERIENCE



## WHAT ARE WE DOING?

**We're delighted to have kicked off an exciting project to replace some of our old business systems with a modern solution that will allow us to deliver a better service to our customers and improve their experience.**

### WHY ARE WE DOING THIS?

Our housing management system needs replacing so that our colleagues can work more efficiently and effectively.

The new system will streamline processes by integrating systems and reducing the emails and spreadsheets used to manage customer data and contractor works management.

*Delivering a better service*

### WHAT DOES THIS MEAN FOR OUR CUSTOMERS?

- ✓ You told us that you wanted to communicate better with us through different channels, so we are launching a new Customer Portal.
- ✓ The Customer Portal will enable you to see your account, report a repair, pay your rent and contact us more easily.
- ✓ Customers will be able to choose their preferred communication method and receive information on what matters to them.

### WHAT'S NEXT?

We will keep you updated on all the progress of our new housing management system and would like our customers to get involved.

We want to get it right the first time and will be asking customers to help us test these new systems.

### DO YOU HAVE ANY QUESTIONS?

Ask them by emailing [hello@brunelcare.org.uk](mailto:hello@brunelcare.org.uk) or contact your site manager.

# PART OF SOMETHING MORE

## C A M P A I G N

### In January 2022, Brunelcare launched a New Year Recruitment Campaign, Part of Something More, for thousands to see!

Brunelcare launched a new care recruitment campaign for 2022 to attract new starters to begin a career at the charity.

The Part of Something More recruitment campaign showcased over 40 of Brunelcare's dedicated employees, telling Bristol, South Gloucestershire and Somerset why they love working at the charity.

Brunelcare launched the campaign with hopes to be seen by thousands of local people in an effort to attract new starters to the charity. The Part of Something More campaign was run for 12 weeks from 21st January to 15th

April, and Brunelcare bolstered the charity's presence on buses, billboards, rail, and radio.

The three-day recruitment photoshoot in December 2021 uncovered some fantastic, dedicated employees across Brunelcare and saw all three of the charity's services in action.

**Sandra Payne, Director of Nursing & Care Services, said:** "The Part of Something More campaign gives us the opportunity to share the experiences of those who work with us at Brunelcare. Hopefully, this will encourage people to join us; whether they are experienced and wishing to progress their career or completely new to social care, we look forward to welcoming them into the Brunelcare family."

**We wanted to thank everyone who took part and helped in the planning process of the photoshoot. We couldn't have done it without you!**



**#partofsomethingmore**

## Real Living Wage



### We are pleased to announce that Brunelcare is a Real Living Wage Employer.

As of 1st April 2022, all colleagues at Brunelcare are paid at or above the Real Living Wage of £9.90 per hour. The Government's national living wage currently stands at £9.50 per hour.

Set by the Living Wage Foundation, the Real Living Wage has been independently calculated according to the real cost of living. The introduction of the Real Living Wage at Brunelcare has seen all 1,072 employees receiving a pay increase of at least 3% from April 2022, alongside 762 of those employees receiving a further increase of 6.5%, to get the charity's lowest-paid employees to the rate of £9.90 per hour.

**Oona Goldsworthy, Chief Executive Officer at Brunelcare, said:**

"I am really pleased to announce that from April 1st, Brunelcare has achieved accreditation as a Living Wage Employer. This means that no colleague at Brunelcare will be paid less than the Real Living Wage. Our team has been doing such an integral job, particularly during the last two years of the pandemic, and their rates of pay should reflect the vital work that they continue to do.

We believe that it isn't enough just to say thank you. We will continue to campaign for our social care colleagues to achieve parity of pay and conditions with their colleagues in the NHS."



# Fire Safety

**IF YOU  
SEE A FIRE  
CALL  
999**

## Keeping you safe at Brunelcare

**Customers should feel safe and secure in their homes and be aware of the fire safety procedures where they live.**

### HERE ARE SOME FIRE SAFETY TIPS

#### **IF YOU SPOT A FIRE, RAISE THE ALARM AND CALL 999**

If you spot a fire, it's essential to raise the alarm as quickly as possible to ensure your neighbours are aware of the dangers. There are several fire alarm box systems around all of our Brunelcare sites. After raising the alarm and getting yourself to a place of safety, you must call 999 and ask for the fire brigade. The emergency services should be at your Brunelcare site reasonably quickly to control the fire and ensure everyone's safety on site.

#### **UNDERSTAND WHERE YOUR FIRE EVACUATION POINT IS**

Each site will have a dedicated fire evacuation point where our customers need to stay until the fire brigade arrives. The fire point ensures your safety and acts as a safe place away from any fires.



#### **BE AWARE OF NAKED FLAMES**

Never leave a naked flame unattended; this is one of the major causes of fires.

#### **IF YOU USE A PORTABLE HEATER, ENSURE THEY HAVE ENOUGH SPACE**

As Summer approaches, the need for portable heaters is less so. However, if you use portable heaters, please ensure they have enough space to heat your home. Heaters can overheat and cause fires quickly, so allowing space is essential.

#### **AVOID OVERLOADING ELECTRICAL PLUG SOCKETS**

Ensure to keep plug sockets to a minimum and don't overload them. Try to use a maximum of two plugs per socket. Using anymore could create a heat surge and cause a fire.





# BRUNELCARE IN BLOOM

## Competition

*Good Luck*

**ENTRY  
CLOSES**

FRIDAY  
20th MAY  
2022

It is that time of year again! We are pleased to announce that Brunelcare in Bloom is back for 2022, and we are looking forward to visiting the sites in person to judge your floral creations.

This wonderful competition is open to all Brunelcare Sheltered Independent Living, Extra Care Housing, Retirement Living and Care Home sites. We love coming around to look at all of the lovely gardens and appreciate the hard work our customers put in.

**The closing date for applications will be Friday 20th May 2022.**

**The judging will take place on Tuesday 28th June 2022**, and you will be notified of who your judges are and their allotted time to visit ahead of the day.

## THIS YEAR THERE WILL BE THREE CATEGORIES TO ENTER:

### **BEST CONTAINER GARDEN**

This category will be judged on the best display created in a container or group of containers such as hanging baskets, window boxes, pots and tub containers. The maximum size of a container should be no larger than one meter across.

### **BEST RECYCLED GARDEN**

A recycled garden is a sustainable haven for surrounding wildlife. The use of recycled or 'upcycled' materials can emphasise the garden whilst helping to promote sustainable living through creativity. This category will be judged on the variety and use of recycled or upcycled materials suitable for wildlife.

### **BEST JUBILEE GARDEN**

The category, best Jubilee Garden will be judged on how patriotic and regal your garden is. Think red, white and blue, the rest is up to you!

## CONTACT US TO ENTER

Customers can express their interest to enter the competition by contacting Caroline Gerrard,

Brunelcare's Customer Engagement Coordinator, at **[caroline.gerrard@brunelcare.org.uk](mailto:caroline.gerrard@brunelcare.org.uk)**.

Please email Caroline if you are interested in joining the

competition. She will arrange for an entry form and competition guidelines to be sent to you and your gardening vouchers for your garden creations.

**GOOD LUCK**

# Healthy pasta primavera



## INGREDIENTS:

- 75g young broad beans (use frozen if you can't get fresh)
- 2 x 100g pack asparagus tips
- 170g peas (use frozen if you can't get fresh)
- 350g spaghetti or tagliatelle
- 175g pack baby leeks, trimmed and sliced
- 1 tbsp olive oil, plus extra to serve
- 1 tbsp butter
- 200ml tub fromage frais or creme fraiche
- handful fresh chopped herbs (we used mint, parsley and chives)
- parmesan (or vegetarian alternative), shaved, to serve

## METHOD:

### STEP 1

Bring a pan of salted water to the boil and put a steamer (or colander) over the water. Steam the beans, asparagus and peas until just tender, then set aside. Boil the pasta following pack instructions.

### STEP 2

Meanwhile, fry the leeks gently in the oil and butter for 5 mins or until soft. Add

the fromage frais to the leeks and very gently warm through, stirring constantly to ensure it doesn't split. Add the herbs and steamed vegetables with a splash of pasta water to loosen.

### STEP 3

Drain the pasta and stir into the sauce. Adjust the seasoning, then serve scattered with the cheese and drizzled with a little extra olive oil.

**Full Details:** [www.bbcgoodfood.com/recipes/healthy-pasta-primavera](http://www.bbcgoodfood.com/recipes/healthy-pasta-primavera)

## WORDSEARCH

Can you find the **Garden Tools** within the crossword puzzle?

**NOTE:** Words can be spelt backwards, forwards, up, down and diagonally.

- |                                       |   |
|---------------------------------------|---|
| <input type="checkbox"/> TROWEL       | <input type="checkbox"/> HEDGE CLIPPERS |
| <input type="checkbox"/> PRUNER       | <input type="checkbox"/> SPRINKLER      |
| <input type="checkbox"/> RAKE         | <input type="checkbox"/> LAWN MOWER     |
| <input type="checkbox"/> SHOVEL       | <input type="checkbox"/> FORK           |
| <input type="checkbox"/> WATERING CAN | <input type="checkbox"/> LEAF BLOWER    |
| <input type="checkbox"/> WHEELBARROW  | <input type="checkbox"/> CHAINSAW       |
| <input type="checkbox"/> GLOVES       | <input type="checkbox"/> BRUSH          |
| <input type="checkbox"/> EDGER        | <input type="checkbox"/> HOSE REEL      |
| <input type="checkbox"/> SHEARS       | <input type="checkbox"/> STRIMMER       |



## NO CHEATING...

Here are all the answers. Cover me up until you have found all the words.

# Volunteer with Brunelcare



There's a volunteer role to suit everyone - whatever your commitment and interests, your time can make a real difference to the people we support!

To find out more about volunteering, visit our website:  
**[brunelcare.org.uk/volunteering](https://brunelcare.org.uk/volunteering)**

Or contact us on:  
Email: [volunteering@brunelcare.org.uk](mailto:volunteering@brunelcare.org.uk)  
Tel: 0117 914 4252

*Scan me*



## **Brunelcare Head Office**

Saffron Gardens  
Prospect Place  
Whitehall  
Bristol, BS5 9FF  
0117 914 4200  
[info@brunelcare.org.uk](mailto: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)



**INVESTORS IN PEOPLE™**  
We invest in people Standard

Registered as a charity (201555) and  
Regulator of Social Housing (LHO269)

**brunelcare** 