



brunelcare 

# grapevine

Spring 2017



## Inside this issue:

CEO editorial  
Improvements Guidance  
New Housing System  
Maintenance Performance  
Noise Pollution

# CEO editorial

## Farewell Paula

**I have been the Chief Executive of Brunelcare for a little over 18 months and I can honestly say that my time here has made me realise what a wonderful organisation it is, full of amazing staff, tenants and customers.**

I am so proud to say that we are as passionate today, as we were 75 years ago about achieving our mission of helping older people remain as independent as possible, for as long as possible and make the most of their lives.

I see amazing examples nearly every day of how the people who work for Brunelcare go about making sure we achieve our mission, some of them are small with only one person making a difference and others have required a huge team effort, though all of them are significant in their own way.

Seeing such things is one of the many things I will miss as I move on from Brunelcare to the next stage of my career, but all of what I will miss can be summarised in the value that people who live, work and receive services from Brunelcare place on being a part of such a great team.

**Paula Kennedy**



*Good luck!*

**So, as we say a big thank you to Paula for her strong leadership in the time that she was with us and wish her all the very best for her future, we look forward to exciting times ahead for the organisation now.**

I am delighted to have been given this opportunity as CEO and excited about the times ahead for Brunelcare. We have a strong reputation for providing high quality services across our housing, care and support operations and are in a healthy financial position.

We recently had our first "Outstanding" care home as assessed by the Care Quality Commission; we retained our positive Governance & Financial Viability rating of G1V1 with the Homes & Communities Agency and have also committed to paying staff a minimum of 25p per hour above the National Living Wage. We will now look to build on these significant strengths to take Brunelcare forward and embrace our new challenges in the coming years.

**Kevin Fairman – CEO**



# Housing editorial



**As winter is finally leaving us and spring is in the air it will be lovely to see all the colours returning to our fantastic gardens. All the hard work many of our tenants put into the gardens not only make our sites pleasant places to live but also can play an active role in the Brunelcare in Bloom and Photographic competitions. Details of which will follow on the sites.**

Some of you may have seen that Bristol City Council have announced proposed cuts that they are going to have to make to achieve the £101million savings during the next five years, as well as to balance the books for this year's budget.

These cuts show that 123 items, some big, some small, add up to £64million which means there is still £37million to find.

Brunelcare have received a letter from Supporting People to inform us that our support services may be affected by these cuts with a proposal of cutting our floating support service by 50% and the fixed alarm service by 40%, they have intimated that these cuts could take affect from 1st October 2017.

We understand that Bristol City Council will be taking this to Cabinet shortly where decisions will be made and we will keep you informed of any developments.

It is always fantastic to see how much is going on across our housing sites, please continue to send us these stories so we can include them in future editions of the Grapevine.

**Tim Bridger**

*Property Operations Manager*

## Puzzle

*Try to fill in the missing numbers.*



- Try to fill in the missing numbers.
- The missing numbers are integers between 0 and 12.
- The numbers in each row add up to totals to the right.
- The numbers in each column add up to the totals along the bottom.
- The diagonal lines also add up the totals to the right.

Solution pg 15

						45
10		11	3	11	7	54
	5	8		12	11	48
0	7	12			12	48
5		7		8	9	37
9		9	3	11		47
6	8		4	5	12	39
31	40	51	34	56	61	55



# Extra Care Housing Editorial



**I'm Stacey Bailey, the ECH Centre Manager at Waverley Gardens since September 2015. I started my career as a carer a number of years ago and I don't think there is a job in care I have not put my hand to over the years.**

I would like to say a huge thank you to all the staff at Waverley, Brunelcare and the tenants for making me feel so welcome in the last 18 months and I look forward to a long future at Waverley. For those that don't know, Waverley Gardens is based in Bishopsworth and is a 66 bed Extra Care Housing site; meaning tenants are able to live independently whilst receiving care and support in the comfort of their own home but with the security of knowing staff members are present and able to help 24/7.

Christmas here was very busy with lots going on, including a tenants craft afternoon, kindly run by a family member of one of our tenants. Everyone enjoyed this immensely, making lots of Christmas decorations which were on display in the restaurant for all to see.

Along with this we had a Christmas fair, meal, mulled wine and mince pie evening and finally two pantomime performances for everyone to enjoy. The feedback from all the staff and tenants were great.

So although we have had lots going on over the festive season, behind the scenes all staff has worked very hard at getting all aspects of their jobs right. We were recognised and rewarded for this by a 'Good' overall rating from the CQC. The full report together with lovely comments from the tenants is available to view online; and some hard copies are available at Waverley if anyone would like to read them. I am really enjoying working here and already have loads of ideas for Easter and the summer.

**Stacey Bailey** - Centre Manager



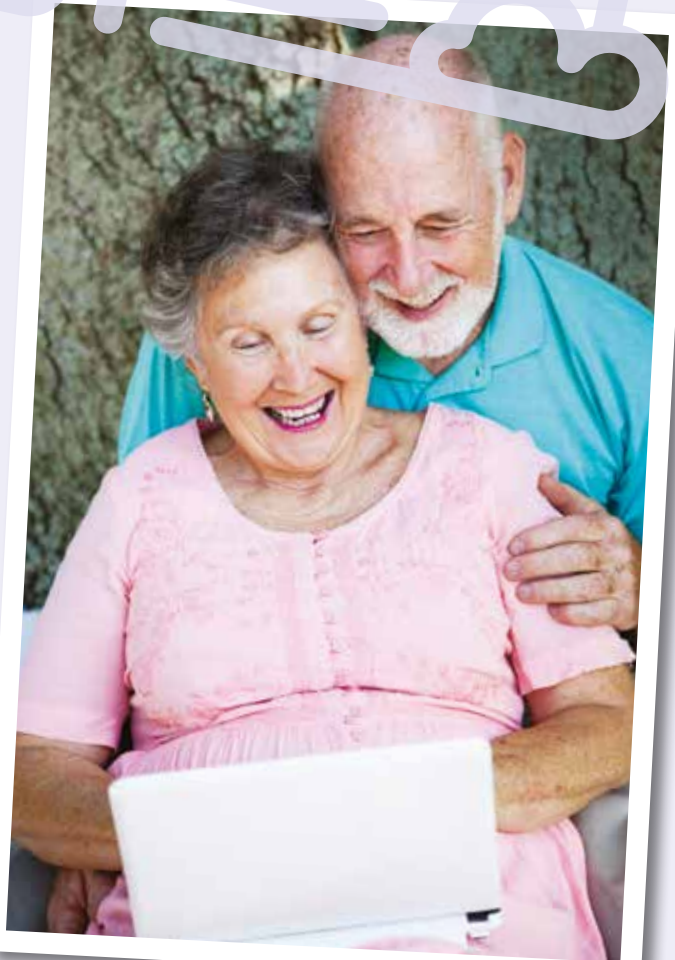
# brunelcare New Housing System

In the previous issue it was mentioned that Brunelcare will be introducing a new housing computer system. It very briefly explained that this computer system is being provided by Capita PLC and that it will be in place during 2017.

Once the system is live, both tenants and staff can expect efficiencies and information that the computer system called OpenHousing can provide, our aim is to deliver a more personalised service to our tenants.

Furthermore, OpenHousing will become the central hub of information within all of Brunelcare. Due to this functionality of OpenHousing we will also be able to access this information on hand held devices, such as iPads/ tablets. The aim of this will be to enable us to store and record more in depth information with ease.

Although it may be feeling like a step into the unknown initially, for both staff and tenants, we hope that you will recognise this as one of the steps we are continually taking, in order to ensure that our services continue to be of a high quality and provide you with an increased value for money.

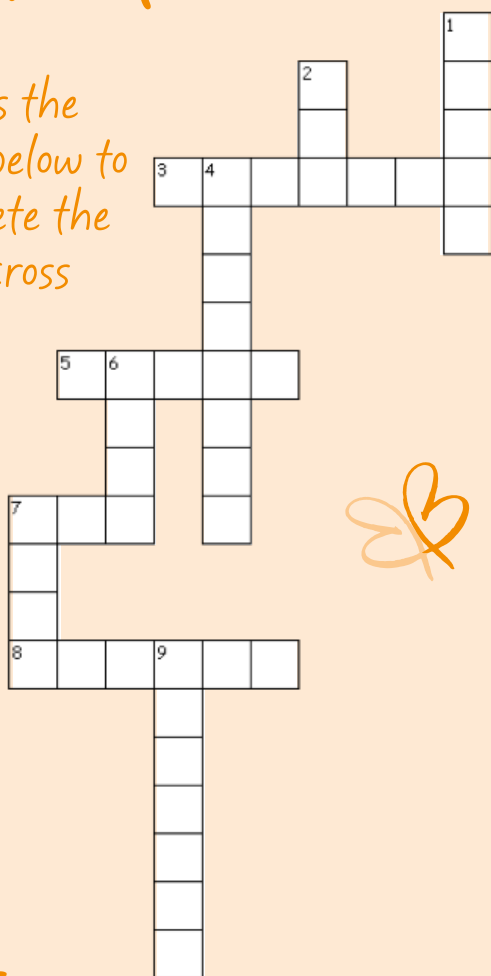


## CAPITA

**If you have any queries about this please contact your Housing Officer.**

# Puzzle

Follows the clues below to complete the criss-cross puzzle



## Across

- ③ Children love these but most mothers probably do not
- ⑤ These bud with new leaves early spring
- ⑦ It provides light to help plants grow
- ⑧ Spring always follows this

## Down

- ① The warmer it becomes, the greener it gets
- ② You do not want to bring this in the house
- ④ You will need this if it rains
- ⑥ Dark clouds often bring this
- ⑦ Most of us only want this on Christmas day
- ⑨ A loud noise associated with storms

# Introducing Sophie Hill



# Welcome!

**Starting from the 21st November 2016, I have become the second Health and Wellbeing Officer for Brunelcare.**

I cover the sheltered housing sites within the South of Bristol. My job role includes assisting with hospital discharges, working together with Social Workers and generally looking after our tenant's health and wellbeing. ***I have really enjoyed these past few months and I'm very excited for what the rest of the year has to offer.***

# Macmillan Tea Party



**Meet Sheila Tamlyn, Sheila is 84 years young and a resident at Linden Close.**

For three years Sheila has been running her own Macmillan's tea party and last year with the support and help of other residents from both Linden and Maple Close, they managed to collect an amazing sum of £262. The cake was made and donated by the daughter of Carol Green. So a big thanks and well done to Sheila!



## Puzzle

*Try to fill in the missing numbers.*

Try to fill in the missing numbers.

Use the numbers 1 through 16 to complete the equations.

Each number is only used once.

Each row is a math equation.

Each column is a math equation.

Remember that multiplication and division are performed before addition and subtraction.

	X		/		+		29
-		-		-		-	
	+		X		-		41
+		+		+		+	
	-		X		+		-46
-		X		+		X	
	X		+		+		41
9		25		14		148	

Solution pg 15



# Maintenance Performance

	Oct	Nov	Dec
No. of jobs reported	631	737	1146
% of jobs completed	87%	80%	85%

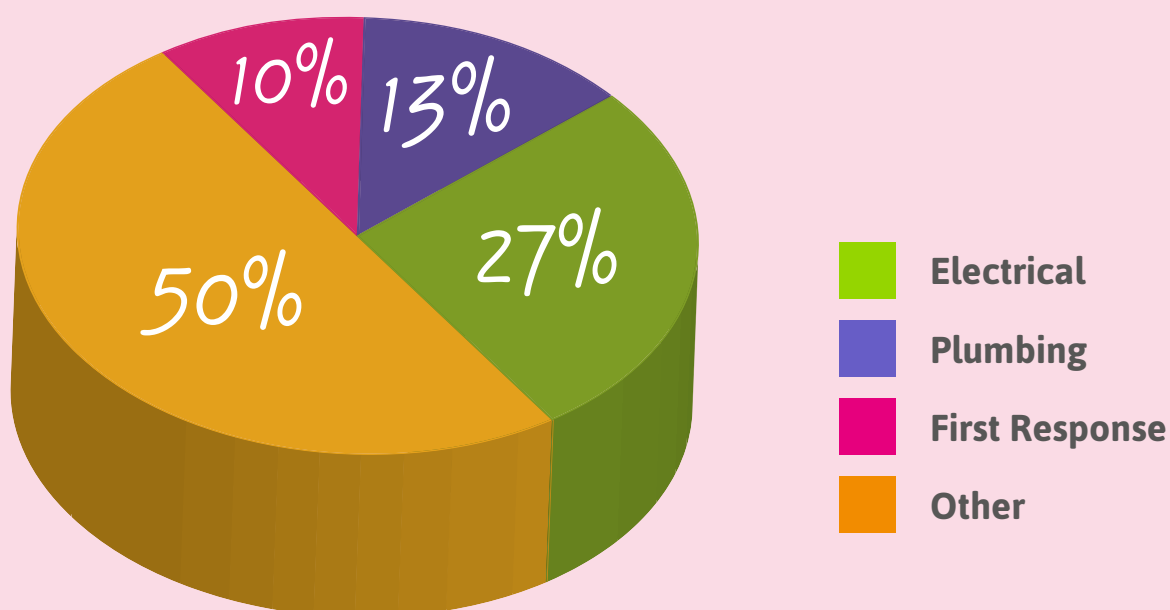
54%

All percentages of these were completed in the first month, however throughout the 3 months 54% of the jobs reported were completed within the first day! We are always keen to see this improve so that we can keep providing you with a great service!

Alongside the response repairs jobs we completed, we also redecorated 36 empty properties, ready to re-let.

Voids

Average over the three months for trades are as follow:





# Welcome!

We are delighted to announce that **Rebecca Caborn** is now our new **Maintenance Team Manager** following Alex Muscat's departure in December. Becky has been with Brunelcare since 2012, working as our Property Maintenance Coordinator and Compliance Officer. Becky has an excellent understanding of both the tenants needs and the business needs and you will see her out and about on our sites soon. Be sure to say a welcoming hello!



Replacing Rebecca as our Property Maintenance Coordinator we are lucky to have employed **Gemma Mussell**, who worked in our Community Services division. Gemma is an enthusiastic member of the team and is really looking forward to working with the maintenance team and helping arrange the repairs for our tenants



## Good luck to both Becky & Gemma.

## Save these dates!



### **Brunelcare in Bloom:**

Entries to be received by the **31st March**.  
Judging Day is the 4th July

### **Tenants Photography Competition:**

Entries to be received by the **16th June**.  
Awards will be in July.

### **Tenants Community Awards**

Entries to be received by the **16th June**. Awards July.

If you would like more information on any of these events, please do not hesitate to contact Caroline at

**[Caroline.Gerrard@brunelcare.org.uk](mailto:Caroline.Gerrard@brunelcare.org.uk)**



# It's time for a Spring Clean



**We all have stuff but some have much more than others and there is a point when it can get out of control. So who steps in, if you or perhaps your neighbour finds the things you own have taken over your life?**

Brunelcare play a key role in ensuring people make the most of their lives and as a tenant of ours we have a responsibility to you.

## **So what is hoarding?**

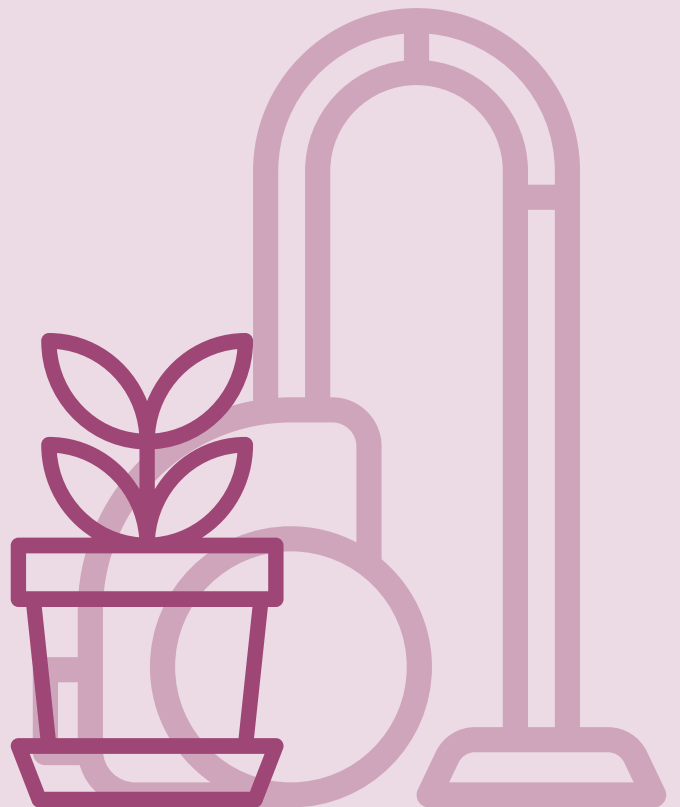
Firstly it's important to understand that there are usually no clear reasons to why someone becomes a hoarder. Although they may display difficulties discarding things or have problems with organisation, order and decision making. They also may hold unhelpful beliefs such as "this may come in handy one day" or "buying this will make me happy".

Here are a few basic sign of hoarding:

- The person may bring home more but discards very little.
- The amount of clutter is continually increasing.
- The clutter has begun interfering with their everyday lives; for example, they are unable to access certain rooms without difficulty.

Now the most challenging aspect of compulsive hoarding is that most people, who hoard, don't see it as a problem thus making it hard to treat. However it is still really important to seek help or encourage the hoarder to, especially as their obsession can bring loneliness and pose a serious health and safety risk. Hoarding is a problem that if not tackled, will probably never go away.

So if you or you believe a neighbour would benefit from some support or advice, let a member of staff know and we will be sure to help.



# Noise pollution



**One of our most common complaints we receive is noise pollution. We take this seriously as we know that, when it occurs, this can have a detrimental effect on the lives of many tenants, sometimes bringing misery and despair.**

Anti-Social Behaviour covers a wide range of behaviours, including noise pollution and can be subjective. What is acceptable to some people may be unacceptable to others.

Therefore Brunelcare believes that it must deal with incidents of anti-social behaviour swiftly and effectively to enable our tenants to enjoy a good quality of life. In many cases, anti-social behaviour is aggravated by the close proximity of neighbours in sheltered and Extra Care housing schemes. Often problems may be resolved quickly by Brunelcare staff by intermediating between all parties.

In some instances, noise nuisance may be resolved by advising on the various aids available to help tenants with hearing.

We aim to resolve all issues including noise complaints quickly but as it is very difficult to determine noise levels, it is not always a straight forward complaint to resolve.

If we cannot resolve the noise issues, we advise tenants to contact the Environmental Protection team that deal with domestic noise complaints, The Brunelcare team will issue you with their information which includes how to contact them.

Environmental protection,  
Brunel house, St George's road,  
Bristol, BS1 5UY.

Tel: 0117 9222500

Please remember to be considerate to your neighbours and friends.



# Improvements guidance notes

**'The Housing Department has written a guidance note to help clarify the procedure for tenants if they would like to make improvements'**

If you want to carry out improvements, alterations or additions to your home or garden you will first need to ask permission from Brunelcare.

Your request will be reviewed by the Housing Officer and if necessary, the Property Department will assess the proposal to ensure Health & Safety guidelines are followed and any works are compliant. The Housing Officer will then give approval or reasons for your request being rejected.



**The Tenant must seek the Landlord's consent for improvements or alterations before undertaking any work. This list is not exhaustive.**

Additions to communal gardens	Alterations to communal gardens	Alterations to your property	Not permitted
<ul style="list-style-type: none"> <li>• Bench/table</li> <li>• Greenhouse</li> <li>• Cold frame</li> <li>• Storage containers</li> <li>• Shed</li> <li>• Decking</li> <li>• Paths/slabs/patio</li> <li>• Bird table</li> <li>• Water feature</li> <li>• Water butt</li> <li>• Fencing/trellis</li> <li>• Awnings</li> <li>• Lighting</li> </ul>	<ul style="list-style-type: none"> <li>• Planting, pruning or removal of trees</li> <li>• Removal of shrubs</li> <li>• Creating or extending flower borders or vegetable plots. Recommended width of flower beds 3'</li> </ul>	<ul style="list-style-type: none"> <li>• Painting walls</li> <li>• Changing light fittings</li> <li>• Changing curtain tracks</li> <li>• Removal of fixtures and fittings e.g. doors, cupboards, grab rails</li> </ul>	<ul style="list-style-type: none"> <li>• Satellite dishes</li> <li>• Removal of pull cords</li> <li>• Wall paper</li> </ul>

*Brunelcare reserve that right to charge for the alterations to be reverted at the end of the tenancy.*



# Volunteers

# Wanted!

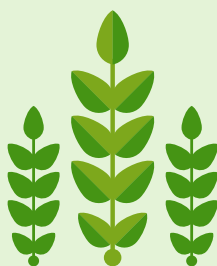
**Only a little time is needed to make a big difference!**

Do you know anyone that would like to volunteer? We welcome anyone willing to spare an hour or more each week to help make a positive impact on people's lives. The satisfaction of helping someone, having fun, meeting new people and seeing the positive difference your time can make, is extremely beneficial to all.



After three say cheese or manure!

We recently had the lovely boys from the Royal Bank of Scotland volunteering at Saffron, helping the gardener get the grounds ready for Spring/Summer.



**To find out more about volunteering with us, Contact Liz via email: [Volunteering@brunelcare.org.uk](mailto:Volunteering@brunelcare.org.uk) or Telephone: 0117 914 4230**



# Follow us!

If you, a friend or family member, would like to keep up to date with what is happening here at Brunelcare more often, why not follow us on our social media sites and of course visit our website.

 [facebook.com/Brunelcare](https://facebook.com/Brunelcare)

 [twitter.com/@Brunelcare](https://twitter.com/@Brunelcare)

 [www.brunelcare.org.uk](http://www.brunelcare.org.uk)



# Get involved

## We want to hear from you!

Do you or a fellow tenant have a special birthday coming up, or perhaps a family recipe you would like to share?

If you would like to contribute to the next issue of Grapevine contact:

**[Tianna.williams@brunelcare.org.uk](mailto:Tianna.williams@brunelcare.org.uk)**



# ABC's Revamp

Late last year the kitchen and dining room at the ABC centre underwent a fabulous makeover. New chairs and hanging pictures were purchased, giving it a fresh and brighter feel, as you can imagine the tenants were very impressed!



**Before**



**After**

## Puzzle Solutions

Page 6

### Across

- 3 Puddles
- 5 Trees
- 7 Sun
- 8 Winter

### Down

- 1 Grass
- 2 Mud
- 4 Umbrella
- 6 Rain
- 7 Snow
- 9 Thunder

Page 3

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5		7		8	9	37
9		9	3	11		47
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Page 7

14	X	12	/	6	+	1	29
-		-		-		-	
8	+	9	X	4	-	3	41
+		+		+		+	
16	-	11	X	7	+	15	-46
-		X		+		X	
13	X	2	+	5	+	10	41
9		25		14		148	



## **Housing and Tenants' Numbers**

Housing Customer  
Services Team:  
0117 914 4257

Emergency  
Maintenance  
Freephone  
(8.30am - 4.30pm)  
0800 072 6308

### **Brunelcare Head Office**

Saffron Gardens,  
Prospect Place,  
Whitehall, Bristol  
BS5 9FF

T: 0117 914 4200

F: 0117 954 3881

[Info@brunelcare.org.uk](mailto:Info@brunelcare.org.uk)

[www.brunelcare.org.uk](http://www.brunelcare.org.uk)

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**INVESTORS  
IN PEOPLE**

