

grapevine

Spring 2019

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Hello everyone!



I hope you've had a good start to 2019.

In my last editorial a few months ago, I noted Steve Boardman and Richard Gaunt both coming to the end of their terms as Trustees. I am now delighted to confirm that Deborah Evans has been appointed as our Chair (see page 6/7 for more on Deborah) and that Ian Turner is our new Chair of the Audit & Risk Committee.

Soon after the previous edition of Grapevine, we received notification about an In-Depth Assessment (IDA) from the Regulator of Social Housing (RSH). This is something that the regulator does for all housing associations, with more than 1,000 units of housing, every four year cycle.

The process involved us uploading ~ 100 documents to the RSH's website, two of the RSH's members attending our Board meeting in December, and then interviews with most of the senior management team and a few Trustees in early January. We also provide a number of formal reports to the RSH on a regular basis (Financial Forecast Return, Annual Account Returns, Statistical Data Returns, etc.), which also forms part of the IDA process.

The inspection concentrates mainly on our governance processes (referred to as "G") and our financial viability (referred

to as "V"). We won't know until the end of March what our rating will be, but we are certainly in a stronger position than we were a year ago. Having the Stock Condition Survey cover 98% of our properties, developing our first 30-Year Business Plan and recruiting a Head of Corporate Governance has been good progress for Brunelcare. A full update will be included in the next edition of Grapevine.

We've had a fantastic response to the charity wide external satisfaction surveys, with over 900 responses received. The regulator's standards are obviously important, but the feedback we get in these surveys is invaluable in giving us the opportunity to further improve the quality of service we provide. So thank you to everyone for completing them. We will publish the results in the next edition of Grapevine.

In other news, congratulations to our Saffron Gardens nursing home for its "Good" overall rating from the Care Quality Commission (CQC), with "Outstanding" for Responsive and also to our care home in Glastonbury for its "Good" rating, with "Outstanding" for Responsive.

Finally, after 10 months of the financial year, we are ahead of our budgeted surplus for 2018-19, a great position to be in.

Kevin Fairman
CEO

A day in the life...

Vincenzo Aiello

Head Office Receptionist

Most of you will know or recognise me as Vinny on reception at Saffron Gardens/Head office. I will have been working for Brunelcare for three years in October and have even spent some time working in the Marketing and Business Development team.



A typical day (though no day is ever typical) goes something like this:

8.00AM: I like to arrive at work a little early and have a chat with those already in (usually housekeeping or carers).

8.30AM: My official 'working' day begins. The phone will have already started ringing and employees (specifically from Head Office) will have started arriving.

9.00AM: While waiting for our delivery of newspapers, if they haven't yet arrived, I will do the takings for the mini till. Employees and visitors can pre order lunch from the kitchen (we also have a selection of crisps, chocolates and drinks from our mini shop).

10.00AM: The post can arrive anytime but on a good day it will be here around 10am. Sorting them into Saffron Gardens, Orchard Court, Orchard Grove, the flats and Head Office (departments).

11.30AM: In-between the phone ringing and greeting people at reception, I will now deliver the newspapers and post to our residents, tenants and employees. This is also my time to cheer everyone up with a 'good morning', a smile and sometimes a joke.

12:00/1:00PM: Depending how busy it is or how hungry I am, I will take my lunch break around this time (reception will be covered by somebody else for an hour, so there are no missed visitors or calls).

2.00PM: I'm usually joined on reception by one of our tenants from the flats who like to come down for a daily chat.

3.00PM: Every day at 3pm (give or take a few minutes if I'm on the phone or someone has arrived) I go up to head office and collect the letters to be franked ready for the postman.

3.45PM: The postman arrives to collect the post. I now also do the end of day stock take for our mini shop.

4.00PM: It's time to go home! I lock away all important things and redirect the phones into Saffron where they should be able to pick up any calls that may come in while the reception is closed. Lights off and I'm ready to leave.

Every day on reception is very different, some days are busier than others but the part I enjoy the most about my role is getting to interact with people all day and try and bring a smile to their face.

Vincenzo Aiello (Vinny) -
Head Office Receptionist

Tenant awards

celebration



Hosted by Clare Rowles

Collectively 15 sites entered the competitions last year and 29 tenants joined us at the presentation tea party to collect their certificates and prizes for Brunelcare in Bloom, the Tenants Photography Competition and the Tenants Community Award.

Clare Rowles and Karen Hulton hosted the afternoon and presented the certificates and prizes. The fabulous afternoon ended with lots of tea and cakes!

The tenants really enjoyed the event, it was very relaxed and a great opportunity to meet other tenants from other sites. Some have even exchanged names and numbers to arrange get togethers!



Christmas

at Willowbank



The Christmas celebration was held on 9th December

The event was kindly organised by Mr & Mrs Tommy who are residents at the site and was funded via donations to the John James Charity along with additional tenant contributions.

All tenants had a Christmas bag and a present.

Thanks would like to go out to all tenants for their support who, without their help, this would not have been possible. Special thanks would like to go out to Mrs Reece for her help in decorating and setting the tables and to Steve Metcalfe for catering the event.



An interview with

Deborah Evans



**2nd Jan 2019 - Trustee and
New Chair of the Board of
Trustees for Brunelcare**

Tell me a bit about you - your career and background

"I worked as a manager and Chief Executive in the NHS for 35 years. I moved to Bristol in 1997 and spent over a decade as a Primary Care Trust Chief Executive in Bristol, working closely with the Bristol City Council and with many third sector organisations".

Within the last five years Deborah was the Managing Director of the West of England Academic Health Science Network, an NHS funded body whose role is to stimulate innovation in the NHS and to spread best practice in care. Deborah has a Masters Degree in Social Policy and is a member of the Faculty of Public Health. She is a carer for her husband who is living with dementia.

How did you first hear about Brunelcare and have involvement with the charity?

"It was working as a Commissioner within the region that first led to hearing about Brunelcare, and other local organisations, including voluntary sector organisations, in the South West that were 'pushing boundaries' and helping older people live more independently."

Then in 2013 Deborah needed to move her parents from Lancashire to Bristol, as her mother had developed dementia and the family decided the move to be together in Bristol would be easier. Her parents were the first couple to move into the new build

extra care flats at Brunelcare's Saffron Gardens when it opened in 2013. The extra care flats are designed for couples, where one might be living with a dementia, can be supported in their later years with dementia and nursing care facilities on site. Deborah has been very impressed by the end of life care her mother received when she moved into a nursing room at Saffron Gardens, and equally the care her father receives, now living in the care home.

Deborah made the interesting point that her father has recently discovered he has a good singing voice. Singing and dancing brings him much joy, and he has been actively encouraged by his carers at Saffron Gardens. Deborah has become a strong advocate of "Singing for the brain", a group activity her father attends in Bristol, run by Alzheimer's Society across the UK, especially to support those living with dementia.

“...once people have worked for Brunelcare for a good period of time they stay...”

What inspired you to join Brunelcare as a Trustee in 2017 - and what has your key role as a Trustee been?

It was after spending so much time with Brunelcare employees when her parents moved into Saffron Gardens that prompted Deborah to become one of our Trustees. She was inspired by the expertise demonstrated by the care teams.

Brunelcare's drive to develop best practice and work with forward thinking techniques also caught her attention.

Since joining Brunelcare's Board Deborah says she has enjoyed visiting the charity's various services. She will now focus on leading the Board of Trustees and supporting Brunelcare in its development.

And what made you decide to become the Chair of Brunelcare

Deborah said working for the last 18 months as as one of our Trustees, and now as the Chair, provides her the ideal opportunity to continue to use knowledge and skills gained from a career working in the health sector. She also stressed that she simply loves everything about Brunelcare, what we do and stand for.

This voluntary role also fits well with her life as a full time carer at home.



What key issues affecting the care industry are uppermost in your mind at the moment?

Deborah was quick to cite three key areas of focus for Brunelcare, that stem from key issues within the care sector currently:

- Brunelcare's employees - she considers our people the charity's greatest asset but appreciates that in a time of high employment we are facing a greater recruitment and retention challenge, which requires our full attention. She notes positively that once people have worked for Brunelcare for a good period of time they stay, and then demonstrate some of the best long service amongst our employees compared to many organisations.
- At a time of austerity for Local Authorities, with the commissioning of care services under increasing pressure, this also presents a major challenge to Brunelcare. This means the charity needs to focus on financial responsibility.
- Brunelcare's supported housing is a key service the charity provides, and an important priority for Brunelcare's Board. The new Waverley Gardens extension and Little Heath care home and reablement centre development are exciting schemes. These are significant projects for the charity this year and into 2020, furthering the charity's ability to enable people to live independently at home.

“It will be good to see Brunelcare continue to seek positive and engaging partnerships with other like-minded organisations...”

How do you hope to see a charity like Brunelcare making a difference in years to come?

“When you look back at the charity's origins, which were all about providing community support and help to live independently, then Brunelcare very much continues to make this its focus.

The needs of those living in our region have changed over the decades and Brunelcare has developed successfully to meet those needs, building expertise in dementia, end of life care and supporting those living at home coping with multiple health conditions. The charity is provider of choice for local authorities and continues to prove it is an attractive place to work.

It will be good to see Brunelcare continue to seek positive and engaging partnerships with other like-minded organisations, pushing more boundaries and sharing best practice in the sectors in which we operate.”



Get Involved

What else is happening at Brunelcare...

Deerhurst

Deerhurst have opened their pub doors!

Residents now spend a lot of their evenings playing snooker or darts, dancing to music & drinking beer in their new pub.



Colliers Gardens

Colliers Gardens are currently working with the Bristol and Avon Chinese Women's Group to host monthly food, wellbeing and nutrition events, with the theme 'Bristol Meets the World'. These events are **FREE** and the next will be on the last Tuesday of April. Keep your eyes peeled or contact Julie on **0117 958 6336** for further details!



Waverley Gardens

Waverley Gardens successfully launched their weekly **Mothers, Toddlers and Tenant Group!** Now running every Wednesday from 10am – 12pm.

Tenancy Team *Introductions*



Chris Brice - Housing Officer (South)

- ✿ To ensure services meet tenants expectations.
- ✿ To ensure the quality of services meet the needs of tenants.
- ✿ To be responsible for the day-to-day services delivered by the current site employees.
- ✿ To ensure that all complaints and incidents of anti-social behaviour and harassment are fully investigated and dealt with in accordance with Brunelcare's policies.



Craig Turner - Health and Wellbeing Officer (South)

- ✿ To help the smooth discharge of tenants from hospital back home, with the aim of reducing readmissions.
- ✿ To assist and support tenants who are having significant difficulties with their health and wellbeing.



Micky Lopresti - Welfare Officer (South)

- ✿ To carry out the daily call round.
- ✿ To carry out support visits to tenants to ensure their continued health and wellbeing.
- ✿ To help tenants with welfare benefits.



Lucy Lawlor - Tenant Liaison Officer (North)

- ✿ To ensure the sites run smoothly.
- ✿ To carry out regulatory health and safety checks.
- ✿ To Monitor the sites laundry, guest room and domestics.
- ✿ To Report maintenance issues, give access to contractors.



Donna Jessop - Tenancy Sustainment Officer (South)

- ✿ To enable tenants to sustain their tenancies.
- ✿ To offer advice and guidance about rent accounts and arrears.
- ✿ To deal with complaints and anti-social behaviour.
- ✿ To link tenants to other services they may require.



Sausage & Spring Mash Pie

SERVES
8

Ingredients

- 1½ kg potato, cut into large chunks
- ¼-½ Savoy cabbage, shredded
- 100ml milk
- 50g butter
- 1 tbsp Dijon mustard or wholegrain mustard (optional)
- 2 tsp vegetable oil
- 16 good-quality pork sausages
- 10 shallots, peeled and halved if large
- 4 carrots, thickly sliced
- 2-3 thyme sprigs, plus extra to serve
- 2 x 250g packs mushrooms, halved or quartered
- 400ml full-bodied red wine
- 300ml beef stock
- 2 tbsp caramelised red onion

Method

- 1** Boil the potatoes in salted water for 15 minutes, adding the cabbage for the final few minutes of cooking. Drain, then allow to steam-dry for a few minutes. Add the milk and butter to the pan, warm through, then mash into the potatoes and cabbage with plenty of seasoning. Stir in the mustard, if using.
- 2** While the potatoes are cooking, heat a large, shallow flame proof dish or a large non-stick frying pan. Brown the sausages, shallots and carrots for about 5 minutes until nicely golden and the shallots are starting to soften. The sausages should be almost cooked through; lift them out, then set aside. Tip off any excess fat released by the sausages.
- 3** Heat the oven to 200°C/fan 180°C/gas 6. Turn up the heat under the pan, tip in the thyme and mushrooms, then fry until golden, about 3 minutes. Splash in the wine, then let it bubble and reduce by half. Add the stock and caramelised onions, then simmer until it has reduced a little to make a shiny gravy, and the carrots are cooked through. Season, then add the sausages to the gravy.
- 4** Spoon the mixture into a baking dish or keep in the pan if it's oven proof. Top with the mashed potato, spooning it over in even dollops to prevent the gravy oozing up the sides. Can be made up to 1 day ahead and chilled. Bake, covered with foil, for 30 minutes (or 45 minutes from chilled), removing the foil for the final 10 minutes to brown the mash. Sprinkle with a little thyme to serve.

BRUNELCARE TENANT FEEDBACK GROUP (BTFG)



Brunelcare is committed to providing the best service possible for our tenants.

To ensure we continue to make improvements we are keen to hear what you have to say and keep you at the heart of the decisions we make, big or small we value your input.

As a result of this, we are forming a Brunelcare Tenant Feedback Group. This is a tenant group that will come together working on a whole range of projects. We will be discussing new business changes, new policies and procedures and more.

Rather than the traditional meetings and surveys, we know tenants need more ways they can get involved as little or as much as they like in ways that suit them, whether it be a simple phone call, email, group discussions or one to one meetings.

We need your feedback!

If you'd like to be part of this family or require more details please contact:

Housing Office Manager
bibek.bhaker@brunelcare.org.uk
0117 9144 217 / 07467 482871

Oil Heater Safety Tips

During cold weather some of you may be considering, or already using, oil heaters to keep you warm.

- ❗ Never use any kind of extension cord or wiring that cannot handle the required radiator load.
- ❗ Do not use for long periods of time and never leave unattended.
- ❗ Oil heaters can get very hot. Ensure everyone is aware not to touch the hot surface.
- ❗ Keep the unit at least 3 feet away from all combustible material, including walls, furniture and draperies.

- ❗ Using an oil heater to dry clothes is not recommended.
- ❗ Ensure it is in good condition and PAT tested.

Before purchasing or using any other form of heating other than is fitted in your flat, we recommend that you check your heaters are set correctly, we have basic guides in the site offices should you need help with this.



Upcoming events!

Brunelcare in Bloom:

entries will open early **March 2019**,
judging to take place in June 2019

Photography Competition:

entries will open in **April 2019**

Tenant Community Awards:

entries will open in **May 2019**

Christmas Carol Service:

will be held on **December 3rd 2019**

*Get them in
your diary!*



Spring Word Search

CARNATION	MAGNOLIA
GARDENIA	SUNFLOWER
LILAC	DAISY
ROSE	IRIS
DAFFODIL	ORCHID
GERBERA	TULIP

Solutions on page 19

A	L	C	U	E	D	U	D	D	K	Y	X	E	C	O
R	I	E	A	G	K	A	J	Y	P	P	G	D	V	Z
E	L	L	C	R	F	Q	M	A	O	B	Y	K	B	T
B	A	S	O	F	N	Z	B	V	O	D	J	O	V	I
R	C	Z	O	N	Y	A	F	W	I	D	O	W	M	Z
E	Q	D	S	R	G	I	T	H	A	H	A	T	A	I
G	I	K	U	L	E	A	C	I	J	R	V	I	Y	U
L	Q	A	N	P	G	R	M	E	O	Y	N	X	S	F
Y	E	U	F	A	O	K	P	S	N	N	A	Y	M	Y
O	H	O	L	A	I	N	E	D	R	A	G	U	N	A
N	M	C	O	R	T	O	V	V	K	H	K	U	U	W
C	B	F	W	T	U	L	I	P	S	I	R	I	W	J
L	O	P	E	A	Z	S	F	G	K	L	F	C	W	M
E	E	S	R	V	Y	T	Q	I	S	T	E	P	P	G
F	X	M	I	Z	S	Y	W	E	B	L	U	F	P	B

Labour of Love



Ever felt as if you are twiddling your thumbs some days, wondering how to make the most of your day?

Bob Harris, one of our tenants, knows exactly how to fill most of his spare time, in between gardening and photography, with his favourite hobby of model making. When Bob retired he was looking for a really fulfilling way to spend his time, something that could also draw on his skills as a roof builder and furniture maker. He



decided to set out on this new hobby of model making with the enormous challenge of building a replica of the 'Sovereign of the Seas', an elegant ship commissioned in 1634 by Charles 1 of England. Sovereign took Bob 3½ years to complete. Every detail is there, including 102 cannons and several lengths of intricate rigging!



A spitfire plane is Bob's next project with one of his grandsons eagerly tracking his progress with a view to taking on ownership! Asked what he gets from a hobby like this, Bob explains its an ideal way to fill your spare time from week to week, particularly in the winter months. You can also work at your own pace. At times it does test your patience and can be very challenging but that is more than offset by a great sense of fulfilment once a model is finished for everyone to see.

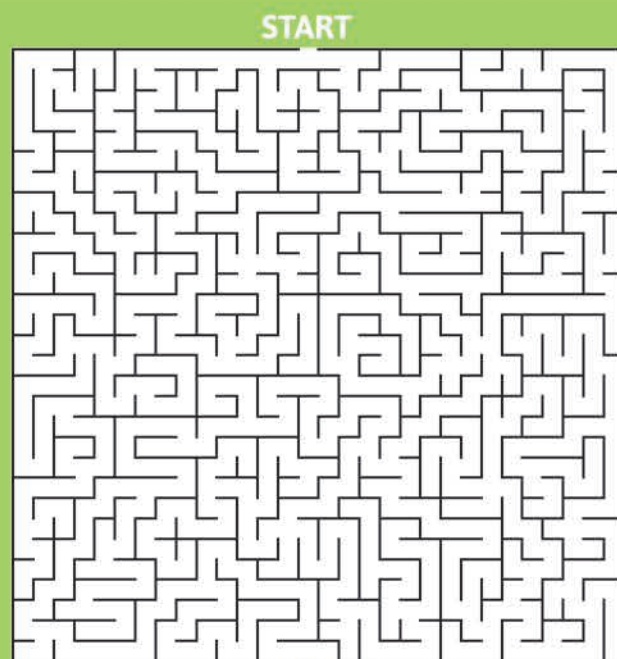
Puzzle | Maze

Can you find your way through the maze?

Start at the top and work your way through until you find yourself at the bottom of the maze at the finish point!

Don't get too lost!

Answers on page 19



Management of Shared Common Areas

All Brunelcare sites will adopt a 'managed use' policy to minimize the potential of ignition and fire spread within communal areas.

THE FUNDAMENTALS OF WHICH ARE:



All common areas must be kept clear and **FREE FROM OBSTRUCTION AT ALL TIMES.**



All common areas must be kept free from ignition sources and significant combustible items at all times.



That a **NO SMOKING** policy exists in all communal areas, this is a requirement of law in its own right.



That the common areas of the blocks do not belong to any individual - even the area immediately outside of their front door. In general, tenants do not have the right to store or leave anything in the common areas of the building.



Help us to help you stay safe

- ✓ Spread the word – inform your neighbour.
- ✓ Don't hoard flammables.
- ✓ Keep corridors and communal areas clear.

Working together we can stay safe and help people make the most of their lives.



TENANCY

Action

Cases that have been handled so far since April 2018:

Court Action: Four Section 21

notices. This is where we inform a tenant that we are starting legal proceedings to seek possession of the property.

Evictions: One

Notice of Seeking Possession (NoSP): Zero

Tenancies extended: Five starter tenancies extended

Anti-social behaviour: Three cases.

Brunelcare has a zero tolerance to anti-social behaviour (ASB). We will always try to work with people involved to resolve any issues before going to court.

Arrears reduction: 18%

Universal Credit: Thirteen Tenants are in the process of being changed to the new Universal Credit benefit.

Need help?

If you need any assistance regarding your tenancy please get in touch with your Tenancy Sustainment Officer:

Lisa Parry 07467 482857

Donna Jessop 07717 846859

Puzzle | Suduko

Every sudoku grid always contains some partially completed grids with digits. The objective of the game is to fill the missing digits into the grid. You need to use and fill digits from 1 to 6

In each column, row and block you can use each digit only once.

Answers on page 19

3	6		4		5
				6	1
1					
	3		1	5	
5	1		2	3	
					6



A Smoke-free Community

Since 2007, the internal communal areas of block of flats, must be smoke-free by law.

This law applies to the communal lounge, lifts and stairwells in your site. Whether or not you agree with the smoke-free law, Brunelcare has a duty to prevent anyone from smoking in the communal areas.

Residents who smoke in the internal communal areas can be prosecuted by the local authority environmental health officers and fined up to £200.

Individual flats are exempt from the regulations. We don't prevent you from smoking in the privacy of your own home, so long as staff are not present. But you must not smoke in the internal communal areas – it's against the law.

You are allowed to smoke outside in the open air, in a designated smoking area. This must be more than 2 metres away from the building.

THINK OF OTHERS

Sky Television update

This is an important update in regards to Sky Television for new and existing tenants in our sheltered sites.

There seems to be a little confusion with the capabilities of our current equipment.

As it stands with our current feeds you can only have the following:

- Freesat (single feed)
- Sky+ (single feed)
- Sky+ HD (single feed)

As many of you are aware our equipment will not allow Sky Q, nor dual feeds (allowing you to watch 1 channel and record another)

Please note additional satellite dishes are not allowed to be installed as per your tenancy agreement.

Should you have any questions please contact your housing officer.





Maintenance Update

Rebecca Caborn - Maintenance Team Manager

Important information regarding the First Response Service

From the **1st April** we will no longer be providing our First Response (handyman) Service as something included in your service charge.

.....

Due to the way we allocate the work and the difficulty in knowing who is eligible for it we will no longer be receiving funding to pay for service.

However we feel this is a service that is still beneficial to you so we will still offer it at a chargeable rate of £20 per hour plus 10% admin fee (up to a maximum of £10).

We still request that you provide the relevant materials.

Jobs will still consist of, but not be limited to; putting up shelves, curtain poles, pictures, building flat pack furniture etc.



From August to December 2018 we completed a total of

3,154
responsive repair jobs

Averaging
30
jobs per day

We also completed

64
void redecorations ready for new tenants to move into



HomeSwapper

Brunelcare have recently signed a new contract with HomeSwapper.

HomeSwapper is the UK's most popular mutual home exchange service, with more than half a million other social tenants. Every day, thousands of people log on to HomeSwapper because they want to move. For many, this is because they need more space, or they're moving

for work or to be closer to their friends or family.

If you're considering a move please visit and register on **www.homeswapper.co.uk**

Should you need any more information contact Bibek Bhaker, Housing Office Manager on **0117 914 4217** or **bibek.bhaker@brunelcare.org.uk**

Puzzle Solutions

Don't look if you don't want to know the answers

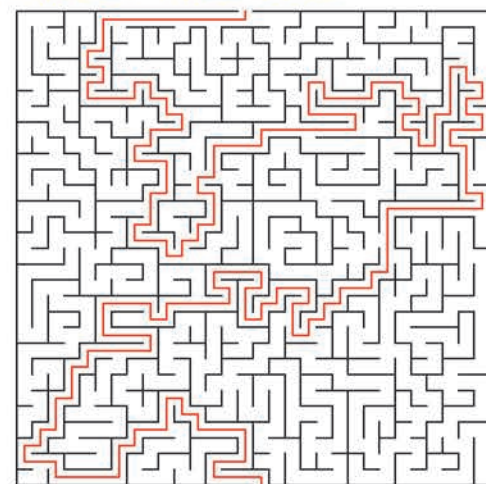
Page 13 - Spring wordsearch Puzzle

A	L	C	U	E	D	U	D	D	K	Y	X	E	C	O
R	I	E	A	G	K	A	J	Y	P	P	G	D	V	Z
E	L	L	C	R	F	Q	M	A	O	B	Y	K	B	T
B	A	S	O	F	N	Z	B	V	O	D	J	O	V	I
R	C	Z	O	N	Y	A	F	W	I	D	O	W	M	Z
E	Q	D	S	R	G	I	T	H	A	H	A	T	A	I
G	I	K	U	L	E	A	C	I	J	R	V	I	Y	U
L	Q	A	N	P	G	R	M	E	O	Y	N	X	S	F
Y	E	U	F	A	O	K	P	S	N	N	A	Y	M	Y
O	H	O	L	A	I	N	E	D	R	A	G	U	N	A
N	M	C	O	R	T	O	V	V	K	H	K	U	U	W
C	B	F	W	T	U	L	I	P	S	I	R	I	W	J
L	O	P	E	A	Z	S	F	G	K	L	F	C	W	M
E	E	S	R	V	Y	T	Q	I	S	T	E	P	P	G
F	X	M	I	Z	S	Y	W	E	B	L	U	F	P	B

Page 16 - Spring Sudoku Answers

3	6	1	4	2	5
2	4	3	5	6	1
1	5	2	6	4	3
6	3	4	1	5	2
5	1	6	2	3	4
4	2	5	3	1	6

Page 14 - Maze route



Contact us:

Brunelcare Head Office

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

T: 0117 914 4200

F: 0117 954 3881

Info@brunelcare.org.uk

www.brunelcare.org.uk

Housing Customer Services Team:

0117 914 4257

Emergency Maintenance Freephone

(8.30am - 4.30pm)

0800 072 6308

Grapevine needs *you*

The next edition of the Grapevine will be out in the summer.

We would love to include your contributions so please keep an eye out for the poster with all the details.

Alternatively please email:

tianna.williams@brunelcare.org.uk

Or send by post to:

Tianna Williams
Brunelcare, Saffron Gardens
Prospect Place, Whitehall BS5 9FF

Registered as a charity (201555) and
Regulator of Social Housing (LH0269)

Grapevine is also available in larger
print and other languages.

For a copy please telephone

Tianna Williams on: 0117 914 4200

