

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
www.brunelcare.org.uk



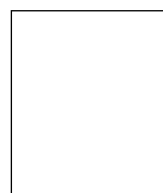
Registered as a charity
(201555) and at the
Homes and
Communities Agency
(LH0269)

Grapevine is also
available in larger print
and other languages.

**For a copy please
telephone Tianna
Williams on:
0117 914 4237**

Questionnaire

Please return the survey
below to the address
supplied or hand into a site
employee



Brunelcare Head Office
Saffron Gardens,
Prospect Place,
Whitehall, Bristol
BS5 9FF

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grapevine

Summer 2017

**Supporting
People
Consultation
inside**

Inside this issue:

A Day in the Life...
Delicious Recipes
Birthday Celebrations
Tenants Photography Competition
Community Awards

CEO editorial

Well, they say time flies when you are having fun and the last six months, since Paula Kennedy headed west to Merlin Homes in Wales, has certainly flown by.

In the last edition of Grapevine, I mentioned some of the positives from the previous few months including: our first "Outstanding" care home at Deerhurst, our positive governance rating from the housing regulator, the Homes & Communities Agency, and also our commitment to pay above the National Living Wage.

Since then, we have managed to build on these positives, with a few notable successes already in 2017:

- We retained our Investors in People accreditation for the 19th year in succession. The inspector who visited Brunelcare actually spoke to about 70 different staff, so a good cross-section of employees across the charity.
- Two more of our care homes achieved the "Commended" status under the Gold Standards framework, which assesses the quality of support provided to people receiving end-of-life care, which is sadly a key part of dementia care.
- We are also making good progress with two significant new developments: an extension of 50+ places to our existing extra care housing scheme in the south of Bristol at Waverley Gardens and a new care home and reablement service at Cadbury Heath in South Glos.



Both developments are strong indications of the quality of housing, care and support that we already provide to many people in the South West.

- Following the recent tragic fire at Grenfell Towers in Kensington, London, we have double checked that none of our buildings have the cladding used in that building and have written to all residents confirming this.

Last year, we celebrated Brunelcare's 75th anniversary. Coming up to our 76th anniversary now and after having been in the CEO role for nearly 6 months, it's a good time to reflect on what this means to all of us who are very proud to work for this charity. In recent months, I've visited nearly all of our services and have been delighted to observe how well our staff support people and personalise their environments, in keeping with our mission "to help people to remain as independent as possible, for as long as possible, and make the most of their lives".

For the time that I am fortunate enough to be Brunelcare's Chief Executive, making sure that the charity is around for at least the next 75 years, adapting to providing excellent services to people in the future, as we do today, is a key responsibility of mine.

Kevin Fairman - CEO

Extra Care Housing editorial



It's been almost a year since my last editorial. The year has flown by with lots of lovely changes within the Extra Care schemes.

We have been so lucky to have lots of lovely volunteers visiting our sites; they have been busy making all the gardens lovely with the support of all of you. They have also been brightening up the walls with lots of painting. It has been lovely to have such willing lovely volunteers.

The Summer Fetes have all taken place and it was lovely so many people attended. Waverley Garden's tenants and employees had the chance to throw sponges and buckets of water at Stacey (Centre Manager) Kelly (Cook) Sylwia (Team Leader) and Jane (Administer).

ABC threw sponges at Kevin our CEO and Colliers had lots of stalls and food in their lovely gardens.



Waverley Gardens has now redecorated the snug room as a reminiscence room which the tenants are really enjoying.



It's been a fantastic year, and I look forward to the next.

Christina Moore
Community Services Manager North

Easter Fun

There were many wonderful Easter celebrations over various sites including a great afternoon of fun at Willowbank with Easter Tea. An egg painting competition and a word quiz took place to see how many words you could make from incorporating the word 'egg'. Thanks to all the ladies who took part. The winning line up for the quiz were Jenny with 16 words, Doreen with 20 words, Brenda, Rose and Rachel with 29 words and the winner with 33 words Catherine. The winner of the egg painting competition was Catherine with Doreen a close second.



Colliers Gardens also spent an afternoon making and creating Easter bonnets and even held a parade to showcase them. Aren't they fabulous?



The Willows

The Willows Day Centre have enjoyed the sunny weather and have been out and about on several day trips, to Bristol Zoo, a picnic on the Downs, complete with ice-creams, a trip to the Lamplighters pub in Shirehampton, where they enjoyed the sunshine in the beer garden, and a lovely day at the Skittle Alley, which was great fun, and also competitive!

They have many others planned, which everyone is looking forward to.



A day in the life... Of Housing Officer Emma



Have you ever wondered what a day is like for employees at Brunelcare?

In upcoming editions of the Grapevine we will explore what a day in the life of an employee is like.

Name: Emma Palmer-Givan
Role: Housing Officer (North)

"No day is ever the same"

This was one of Emma's days in July.

MORNING:

- Ensured the site rotas were covered
- Dealt with paperwork and checked / responded to emails
- Took the quarterly site meeting at Cherry Tree Close
- Met with tenants at St Johns Close
- Data collection
- Had a well-deserved lunch

AFTERNOON:

- Arranged meetings for the upcoming calendar month
- More data collection
- Administrative duties
- Made calls to various care agencies

This was just one random day in the life of Emma and she explained that her day varies daily and can change at the drop of a hat due to many things such as emergencies arising on site or perhaps having to provide cover due to employee shortages. The other main duties in a day can include:

- Liaising with tenants, employees and families
- Overseeing cases of arrears
- Handling complaints and anti-social behaviour issues
- Leading tenants meetings
- Overseeing any aids and adaptations within the company
- Team member management including 1 to 1s, appraisals and payroll
- Attending networking meetings

Emma described the best part of working at Brunelcare and her role as Housing Officer as 'being able to help people'.

Fun Fact! If you had a super power what would it be?
I would like to be able to teleport myself anywhere in the world like on star trek.

Brunelcare in Bloom

We would like to say a big thank you and well done to all sites that participated in 2017's Brunelcare in Bloom: Chestnut Close, Lilac Close, Maple Close, Eglin Croft, Garden Close, Blagdon Close, Colliers Gardens, Sycamore Court, Glastonbury Care Home, Cote Paddock, Linden Close, Saffron Gardens and Emmanuel Court.

The judges had a fabulous time and look forward to visiting all your lovely sites again next year.

Congratulations to the winners and runners up of 2017

	1st PLACE	2nd PLACE	3rd PLACE
Community Garden	Emmanuel Court	Colliers Gardens	Maple Close
Container Garden	Saffron Gardens	Emmanuel Court	Garden Close
Edible Garden	Colliers Gardens	Blagdon Close	Maple Close/ Chestnut Close

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O	W	L	N	M	G	A	N	R	Q	I	M

English Summer Word Search

BEACH	<input type="checkbox"/>	SEA	<input type="checkbox"/>
CLOUDS	<input type="checkbox"/>	SHOWERS	<input type="checkbox"/>
LIGHT	<input type="checkbox"/>	SUN	<input type="checkbox"/>
RAIN	<input type="checkbox"/>	THUNDERSTORM	<input type="checkbox"/>
RAINBOW	<input type="checkbox"/>	WARM	<input type="checkbox"/>

Solution pg 19

Delicious Recipes

Easy Victoria Sponge *by Janice Channing, Blagdon Close*

- 225gms/ 8oz soft margarine or butter
- 225gms/ 8oz caster sugar
- 4 medium eggs
- 1tsp vanilla extract
- 225gms/8oz self raising flour
- 1tsp baking powder
- icing sugar to dust
- raspberry jam & butter cream for filling

Butter cream filling:

- 125gms / 4oz sieved icing sugar
- ½ tablespoon warm water
- 50gms/2oz butter
- Mix well until evenly blended

Directions

- Pre-heat oven to 180/Gas 4
- Place margarine/butter, sugar, eggs and vanilla extract in a large bowl. Stir in the flour and baking powder. Beat for about 2 minutes until smooth and blended. Divide between the tins and level out.
- Bake for 25mins until golden brown, well risen and springy to touch. Leave in tins to cool. When cold take from tins and peel away grease proof.
- When completely cold, spread one side with jam. Spread underside with cream and sandwich together. Top with sieved icing sugar.

Useful hints when cooking

- When making a bread pudding use a salad spinner to get the water out of the bread.
- Cooking whole tomatoes in the microwave or oven use an apple corer to remove the core. You can then fill the hole with butter and or seasoning.
- If you don't like getting crumbled Oxo on your fingers, tap all sides of the Oxo cube before opening. The cube will come out ready crumbled.
- When opening frozen veg or chips etc., use a clothes peg to seal the bag ready to return to the freezer.

Slow Cooker *by Lyn H*

- 3 large potatoes (sliced)
- bacon
- sliced onions
- garlic
- salt and pepper to taste
- 3 tablespoons of butter
- 2 cups of cheddar cheese
- 2 tablespoons of spring onions

Directions

Line the slow cooker with foil. Layer some of the potatoes on the bottom; add garlic and a layer of onions and salt and pepper. Continue until all the potatoes are used. Next top this with bacon, then butter and cheese and cover with foil (so potatoes cook through). Cook on high for 4 hours or 8 slow. Finally add the second cup of cheese and spring onions, cover and leave for 15 mins.

British Red Cross

The **British Red Cross** is committed to helping those in times of need. Their team of employees and volunteers aim to help you regain your confidence and independence when you need it most and they understand the importance of treating you as an individual.



What does First Call do in Bristol/ South Gloucestershire?

- + They have a team in the Bristol Royal Infirmary and Southmead hospital that can assist you if you are in hospital and need resettling following your discharge.
- + They can provide telephone support and home visits if required, within this including;
- + Point you in the right direction about local services that may be of interest or use to you
- + Provide emotional support while you are going through a difficult time
- + Help you to access other local benefits/extra support
- + Support you with a discharge from hospital
- + Collect your prescription
- + Escort you to local shops, appointments, or on a short walk

- + Help you with shopping – If you have home visits, they are more than happy to do your shopping for you. When their support is coming to an end, they can signpost you to other services that can help with your shopping. Please note that not all of their visitors drive.
- + Help with low level domestics such as vacuuming – Although they can help with a few small cleaning jobs such as vacuuming or dusting, they cannot provide a cleaning or laundry service.

How do I access the service?

The service is free to adults in the Bristol/South Gloucestershire area. You can make a self-referral or refer a family member/friend through their dedicated referral line on **0117 301 2601**. For any general enquiries or if you or someone you know would like to volunteer please call **0117 3012619**.

STAYING SAFE



Sadly one of our tenants fell victim to a burglary. Most burglars are opportunists and they will look for unlocked doors or opened windows to get in, which is more likely during the summer months.

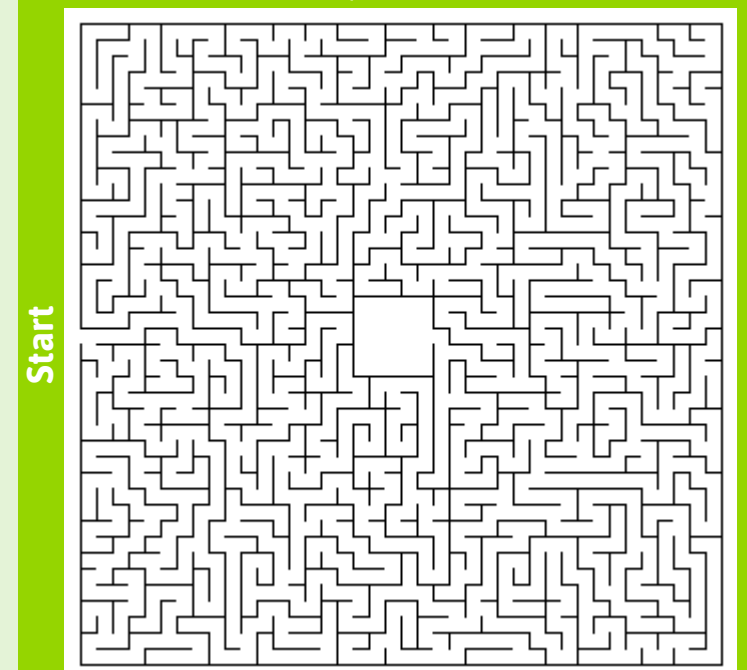
Here are some tips to reduce the risk of such a crime in your home:

- **Lock all outside doors and check all your windows are locked.** Even if you're just popping out for a few minutes, lock up fully before you go. Windows are left unlocked and open more often than doors. An open window, visible from the street or alley, may be the sole reason for your home to be selected by a burglar.
- **Keep your ladder and garden tools/ furniture locked away.** Don't leave them outside where they could be used to break into your home.
- **Keep your keys, including your car keys, in a safe place.** Don't leave them in the locks or lying around the house. Remember, the first place a burglar will look for your door key is under the doormat, in a flower-pot or on a piece of string through the letter box.
- **Keep valuables out of sight.**
- **Leave a front room light on if you go out for the evening** and consider leaving the radio on. Draw the curtains, leaving a gap at the top so the light can be seen from outside.



Most importantly be a good neighbour, look out for each other and report any suspicious activity to the police immediately.

Can you escape?



Stockwood Amateur Gardens Association

The spring flower show was held at the Christ the Servant Church Hall earlier this year. 1st and 2nd prizes went to Yvonne Hawkins and tenants of Chestnut Close. **Well done all!**



Colliers New Shed

Various sites have benefited from the wonderful help of volunteers this year and with many more days and activities planned they will continue to do so. Colliers were the lucky receivers of a fabulous shed donated by Lloyds Bank volunteers and they have transformed it with paint to match the gardens. It is greatly appreciated especially by the weekly garden club.



Birthday Celebrations

Sheila celebrated her 80th birthday among much loved family, friends and residents on the 3rd June. Complete with a bottle Baileys, party poppers and classic songs that hold some of her most cherished memories, Sheila had an amazing birthday.



80

Yvonne Hawkins celebrated her 80th birthday with family, friends and a fabulous cake.



80

Margaret Fox celebrating her 88th birthday on August 14th.



88

Len Brown of Linden Close celebrated his 90th birthday on May 30th and enjoyed a wonderful afternoon.



90

Bert turned 101 on May 25th and his daughter Kath held a birthday party for him at Colliers Gardens. All the tenants were invited to celebrate this wonderful day.



101

Elsie Essery was 103 years old on the 11th April. She is our oldest tenant at Waverley Gardens and doesn't she look fabulous.



103

Tenant Photography Competition

First of all thank you to everyone who entered the Brunelcare tenant photography competition. The photographs were amazing and some very amusing!

- Eric Ellis
- Hilary Eddy
- Janice Channing
- Kevin Tynan
- Robert Morris
- Roger Frampton
- Sally Frampton
- Wendy Morris
- Yvonne Hawkins

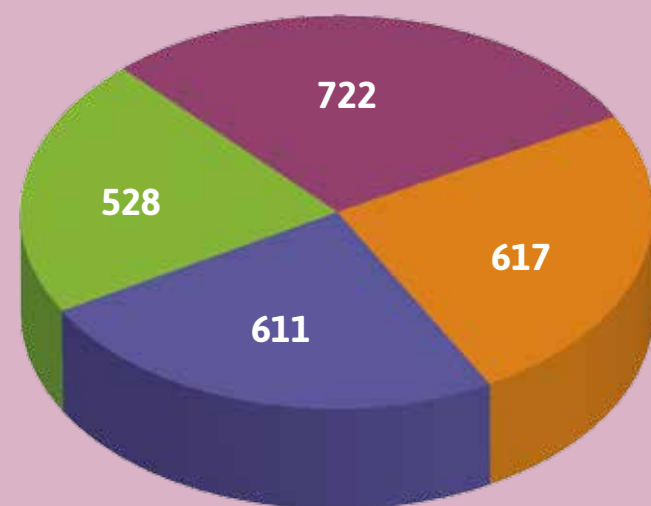
Congratulations

to first prize winners Eric Ellis, Kevin Tynan and Robert Morris.



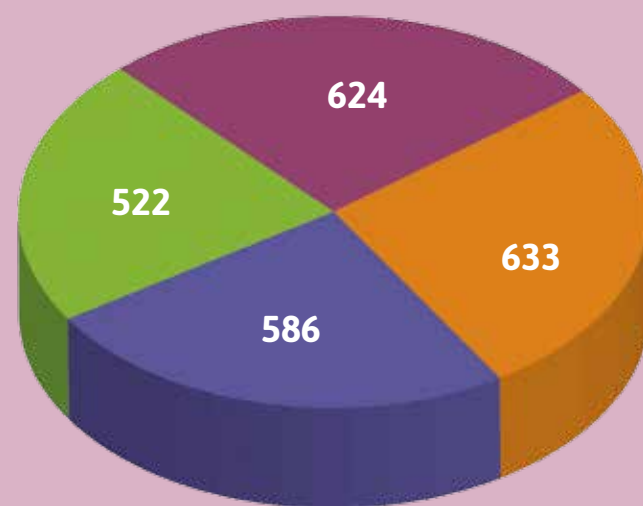
Maintenance Performance

Number of jobs reported



JAN FEB MAR APR

Number of jobs completed



JAN FEB MAR APR

5.8 DAYS

is the average time taken to complete jobs over the 4 month period

41%

of jobs in the 4 month period we've completed within the first day of being reported

48

empty properties were redecorated ready for re-let

Changes to the team

Welcome

We have welcomed to our team a new painter, Stephen, to work within our care homes and a new plumber, Phillip who you may have already met.



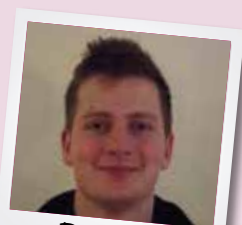
Phillip



Stephen

Farewell

Sadly our electrician Dan Fox will be leaving us in August to further his education and we are currently finalising the recruitment process in filling the position. So look out for another new face in the maintenance team soon!



Dan Fox

DIY SOS



Brunelcare's very own TV stars!

As some of you may have seen, Roy Jones and Phil Baldwin from our Maintenance Team have been involved in recent DIY SOS projects around the South West.

Roy took part in the big build in Hartcliffe and Phil has been working hard over the past couple of weeks on a build in Stroud. Roy's programme aired on June 29th on BBC 1 and Phil's should be on in the next few months.

As I'm sure you can imagine, the work was hard going but extremely rewarding, providing much needed improved living conditions for the families involved.

Please join us in congratulating them both for donating their own time and energy for such a worthy cause.

Maple Close's Movie Extravaganza

Tenants of Maple Close recently enjoyed a 'Movie Extravaganza' dressing up as their favourite movie stars. The bunch ranged from Cleopatra, Lawrence of Arabia to Laurel and Hardy.

They had a brilliant time and were entertained by Ian Valentine who provided songs from The Beatles and Alice. They even had rolls served at half time along with a raffle and plan to use the money towards site funds.

Keep a look out for their next function a 'Sea Shanty'!



Test Your Maths

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		+		/		-		15
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Solution pg 19

Friend's Day



On July 19th we celebrated Brunelcare's success and achievement at our annual 'Friend's Day' held at M-Shed in Bristol!

Our CEO Kevin was joined by teams from across the charity who bravely stood up to share with assembled tenants, trustees, directors, friends, colleagues and business partners all of the organisation's wonderful achievements – with a few jokes thrown in!

We were also lucky to be joined by The Right Honourable Lord Mayor of Bristol, Councillor Lesley Alexander. We celebrated the results of our tenant photography competition, Brunelcare in Bloom gardening competition and Community Awards – for colleagues and tenants!

Finally this was also the perfect occasion to publically thank Paul Musgrove, our Development Director, for his significant contribution to Brunelcare as he nears his retirement. Spot the beautifully hand-crafted wooden egg box that Pete Uzzell, from our Maintenance Team, made for Paul as a retirement present!



What have the Tenancy Team been up to?

Cases that have been handled in the last 6 months:

Court Actions

- None

Evictions

- None

Anti - social behaviour

- One case at Stage 1
- Two cases at Stage 2

Anti-social behaviour (ASB) is not tolerated within Brunelcare. We try to work with the people involved before going to court.

There are three stages in this process

Stage 1: Monitoring the situation

Stage 2: Continue monitoring plus the person will be required to sign an Acceptable Behaviour Contract

Stage 3: In extreme circumstances we may need to apply to the courts for an injunction or possession

If you are a victim of ASB please contact an employee on your site.

Safeguarding Adults

This is when we step in and report to Care Direct if a tenant is not coping with life in general, if we think there is financial abuse going on or if their health has deteriorated and the tenant is in need of a care package.

- Seven cases of self-neglect
- One case of financial abuse
- Ten extra care housing referrals

Domestic Review

We have recently reviewed the domestic services throughout our sheltered housing sites.

Our aim is to deliver a sustainable service, giving value for money to our tenants and provide a consistent domestic service within each site. We also ensure we are able to cover domestic services on all sites in holiday and sickness periods.

The domestic team has been restructured and two new domestics have been recruited and are now in post. Please welcome:

Vicky Wilson at Whitebeam Court and Chestnut Close

Maria Rodrigues at Emmanuel Court, Hanbury Court, Garden Close and Westminster Court



Vicky



Maria

Poems

Seated on The Garden Bench (1999)

Seated on the garden bench
In a cool, balmy, shady spot
I hear the breeze amid the trees
Rustling the contented leaves.

The garden breathes restfully
Beneath the afternoon sun,
The roses hang in clusters on the bough
And the only time is now.

Time stands still, breathing in the perfumes
Of the flowers and plants.
All is still in the cool breeze,
All is restful.

Only the bees toil reverently on their flowers.
We should stay like this for hours!

Poems by
Eddie Desenne



Little Things

"Here we go"
Teeth in
Hat on
Shine on our shoes
Twinkle in our eye
Smile on our face
Pound in our purse
Bag on our arm
Oh I nearly forgot
My bus pass
"whoops"

A poem by
the late
Gladys W

Blackbird (1980)

Lonely blackbird that sings for his love
Alone at the top of a nearby tree
You chortle and trill with all that glee
It's clear you weren't singing just for me

Your joy at six a.m knows no bounds,
There is no limit to your sounds.
No one shall sleep throughout the land
No, your song is never banned.

I salute you, my very dear friend,
Stay with me to the very end,
There is no companion dearer to my heart,
No greater friend with whom to start the day!

ABC Centre

A mad hatter's tea party at The ABC Centre. I think the pictures are pretty self-explanatory.



FIRE Procedure



Brunelcare has a **STAY PUT** policy, which means that if you hear a fire alarm and **the fire is not in your flat** you should shut all your doors and remain in your flat.

If you are in a communal area you should proceed to the nearest fire exit, make your way to the fire assembly point and wait until you are informed by a member of staff/ fire brigade that it is safe to return to your flat.

If the **fire is in your flat** then please **LEAVE YOUR FLAT IMMEDIATELY** shutting your front door behind you, proceed to the fire assembly point and ensure that the alarm has been raised.

**Fire IN
your flat**

GET OUT

**Fire OUT
your flat**

STAY PUT

Hoarding

We have been working with tenants who have hoarding issues/emotional attachments as this seems to be becoming a bigger issue for us.

We are in the process of creating clear guidelines and a structure of how we manage these cases in the future.

Hoarding can pose not only Health & Safety risks for those who are hoarders, but are also an increased fire risk to other tenants.



Community Awards



Thank you to everyone who voted in the tenant community awards and a big congratulations to this years winners...

Jean & Rod May and Janet Brown

Also congratulations to all those nominated

EMPLOYEES

- Debbie Jones
- Joe Little
- Camille Smith
- Karen Hulton
- Mike Prosser
- George Vile

RESIDENTS

- Beverly Healy
- Sally and Roger Frampton
- Wendy Morris
- Mr and Mrs Kelson
- Cheryl and Eddie Phillips
- Mr and Mrs Tommy
- Mr Church

Well done!

Mobility Scooter Storage



The Fire department identify that mobility scooters are a specific fire risk. To help us maintain a safe environment for all tenants, the following safeguards must be adhered to.

- Mobility scooters or motorised wheelchairs should not be stored in any part of a corridor or stairwell that might block an escape route, cause an obstruction, trip or fire hazard.
- The mobility scooter or motorised wheelchair must be electronically safe. Any charging equipment used in communal parts should be subject to a portable appliance test, as part of the annual scheme electrical testing programme.

Please make sure that you store your mobility scooters in the designated storage area or within your own flat behind a fire retardant door.

Register your appliances

Brunelcare have been informed of a service offered by AMDEA (The Association of Manufactures of Domestic Appliances).

The AMDEA register my appliance website offers owners a simple way to register all appliances that you have bought within the last twelve years. Currently the website provides access to the product registration pages of over 60 leading brands of domestic appliances, including most of the UK's top selling brands of major white goods. If you wish to take advantage of this service simply go on to www.registermyappliance.org.uk and click on **REGISTER NOW**.

For further information please check your site notice board.

Puzzle Solutions

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17	X	8	-	15	/	5	-	10	123
+		+		-		-		/	
25	+	21	X	19	-	22	/	2	413
171		334		-11		13		13	



Scheme name:

How satisfied or dissatisfied are you with the overall appearance of your scheme?
(Please tick one box only)

How satisfied or dissatisfied are you with the overall appearance of your scheme	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied

Please put any additional comments below: