

grapevine Summer 2019

Inside this issue:

Staying Safe at Home In-Depth Assessment Update Red Bus Day Nursery Visit Farewell to Kevin

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Farewell to Kevin

The first three words that come to mind when I think about Kevin Fairman, our outgoing Chief Executive are kind, shrewd and dedicated.

I have never met a Chief Executive who personifies their organisational values in the way that Kevin stands for Brunelcare's values. He is proud that we explicitly have kindness as a value and in my experience he lives this out at work. I notice that he is always aware of how his colleagues are feeling and giving words of encouragement and support where needed. It doesn't stop there though, Kevin quietly encourages staff at all levels to achieve their potential, taking an interest in each person, finding out about them and offering assistance where appropriate. He enjoys getting out

He is proud that we explicitly have kindness as a value.

and about across our services, meeting colleagues, tenants, care home residents and their families. This man, who puts a premium on kindness, absolutely loves our annual long service awards, and at my first awards dinner last year I noticed how many of the attendees Kevin knew personally and how much he enjoys being able to thank them for their professionalism and commitment.

Some readers will know that Kevin was our Director of Finance before he became Chief Executive and he established his reputation for shrewdness with some important decisions about pricing our services which put our Care Homes on a much stronger footing. So Kevin is commercial and clever with numbers, but he also knows how to apply his talents for Brunelcare's benefit. The results are rising out of the ground now in the form of the "Redhouse" extension to Waverley Gardens which adds 62 extra care places on that South Bristol site and also in Little Heath Care Home in South Gloucestershire which will have 64 care home beds and 24 reablement places. These will be two of Kevin's most tangible legacies and I know that he pored over the details to ensure the schemes added up. Everyone at Brunelcare works hard and Kevin certainly mirrors the dedication he sees being lived out in the organisation.

What is he dedicated to? I believe it is to achieving the best outcomes for our residents, tenants and those people we support in their own homes. Kevin is always keen to seek feedback on our services

No one is happier than Kevin when we get an **outstanding** from the Care Quality Commission.)

and to understand where we can improve. He also knows that the answers to most of our problems lie in the experience and wisdom of our workforce and this is one of the reasons why Kevin likes to interact with colleagues. No one is happier than Kevin when we get an "outstanding" from the Care Quality Commission. Of course, this is also because Kevin is dedicated to the colleagues who work for Brunelcare and he likes to see their work recognised. In a world where cash is very tight, Kevin is always the one who asks "when can we give the staff a pay rise? And how else can we reward them?"

I hope I'm not making the life of a Chief Executive sound too easy. It isn't. But when we get something wrong (shift pay for example) Kevin has the grace to admit it. He doesn't blame others, but takes a very positive approach to putting things right. Sometimes nothing goes right, and when preparing for a highly challenging inspection from the housing regulator and finding that we were not where we should be on health and safety I'm sure Kevin felt disheartened. But he showed great leadership and the team pulled together so effectively that our health and safety was rapidly up to scratch and we now have a clean bill of health.

If Kevin doesn't put the blame onto his team when things go wrong, neither does he take the credit from other people when they go right. He is keen that his colleagues are acknowledged and their successes celebrated. It's no wonder they love him. The Board of Trustees also respect and value his modesty and quiet effectiveness.

I think that Kevin's last day in the office might be 4th July which is Independence Day in the US. Over there they celebrate with picnics, barbecues, parades and fireworks. We would like to do all of these for Kevin but he is so modest that he is refusing.

He is developing all sorts of plans for his independence with a variety of Trustee roles and activities which will very directly support people in need. There is no doubt that he will be effective and successful whatever he chooses to do.

We wish him all the very best for the future and thank him for everything he has done to strengthen Brunelcare during his time as Chief Executive.

Deborah Evans Chair of Trustees



Cases that have been handled so far since January 2019:

Court Actions:

After seeking guidance and training on the law, we are now completing all relevant paperwork to proceed with court cases for the below reasons:

Section 21 notices: 2

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

Evictions: 1

Anti-social behaviour: 4

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.

Tenancies extended: 3

This means someone who is on a starter tenancy may have to have it extended due to rent arrears or breaching their **Tenancy Conditions**

Arrears reduction: 4%

If you need any assistance regarding your tenancy please get in

Universal Credit Update

For tenants that are in receipt of Universal Credit, and are living within our Sheltered Housing Schemes, they should be claiming Housing Benefit for their rent and Universal Credit for all other benefits.

Need help?

Lisa Parry on 07467 482857

touch with your Tenancy Sustainment Officer:

Donna Jessop on 07717 846859





A goodbye party for two of their tenants who were leaving - brothers Clive and Wally.

Community Services UPDATE

As ever, we continue to work hard to ensure that all of our schemes are a fun and vibrant community to live in.

Easter was a very busy time for our Extra Care Housing schemes with lots of fun activities and fetes being enjoyed by all.

The Activities Planners on our sites are very busy, and ever growing, to ensure that our tenants receive a mixture of both community and onsite activities.

New to the list includes:

Fortnightly swimming which has been introduced at Waverley Gardens.

A primary school local to Waverley Gardens are continuing their link with the Extra Care Housing Scheme with one of their Year 3 classes visiting every week to interact with the tenants.

Trips booked and coming soon include:

- A visit to the garden centre
- Burnham-on-Sea
- The Wild Place Project

Colliers Gardens had another successful Bristol Meets the World: Food and Nutrition

Celebrations!

Marion and Bob Kelson who live at Maple Close recently celebrated a milestone wedding anniversary of 65 years – wow!

They decided to renew their vows and shared the special occasion with family and friends.

A truly wonderful day and evening was enjoyed by all those who attended.

cooking session. The project, which has been running for over a year now, is being very well received. The sessions take place on the last Tuesday of every month between 2pm and 3:30pm at Colliers Gardens. Please do feel free to join them for one of these sessions, which are free to attend. They are a fantastic opportunity to meet new people and try some delicious treats too!

Colliers Gardens are now working with the University of the West of England International students on a project that will support the students to increase their knowledge with project organisation skills. They will be support us to organise this year's summer fete which is being held on Saturday 20th July.

In March 2019, the ABC Centre welcomed Heather Berry as the new Administrator.

The ABC Centre is also receiving some updating at the moment with some new flooring going in, and it's really starting to take shape.

There is also a fantastic singing group which continues to take place weekly on a Wednesday.



Regulator of Social Housing Judgement

Kevin Fairman - CEO

In April 2019, I wrote to all of our tenants at our sheltered housing sites and also to residents and their families in our care homes and extra care housing services, to inform them about the Regulatory Notice and Judgement issued by the Regulator of Social Housing (RSH). This was after a review by the RSH lasting 5 months called an In-Depth Assessment (IDA).

With regards to the **Regulatory Notice** on Health & Safety (H&S) practices, we have been working hard to clear the backlog on electrical testing across all sites and also ensuring actions from fire risk assessments are followed-up in a timely manner.

We have introduced a formal H&S committee which is chaired by a Trustee and also developed a H&S dashboard for each site which will be shared with you at upcoming residents' meetings. This to make our reporting transparent and for you to be aware of work that maybe taking place at the sites where you live.

A further update on how we are improving H&S across all sites will be included in the next edition of Grapevine.

With regards to the Regulatory Judgement, although both parts of the G2V1 rating (G = Governance, V = Financial Viability) are compliant grades, we obviously want to recover our previous G1 status.

One of the most important factors that the RSH shared with us, in terms of the potential re-grading, is that they expect to see things well and truly embedded in Brunelcare's practices as I noted in my April letter to you.

This is therefore why the timescales are likely to be around 12 months from now that we confirm to the RSH that we are fully compliant and therefore ready to be reassessed.

With both the Regulatory Notice and Judgement noted above, we have already taken the actions that we need to right those historical issues where our practices were not consistently of the highest standard that we would expect of the housing and care that Brunelcare provides.

We have been working hard to clear the backlog on electrical testing across all site<mark>s</mark>.



There are some very simple things that you can do at home to stay safe and prevent a trip to hospital.

- Wear your personal alarm If you have one, wear it and do not be afraid to push it if you need help. Lying down for a long time after a fall can lead to other complications
- **Stay hydrated** T he general rule of thumb is that you should drink eight 8 ounce glasses of water per day (at least). According to research a guarter of over 55 year old people say that they do not drink water during the day. This has a knock on effect on all bodily systems that in an older person can lead to urine infections, confusion and falls.
- Plan ahead Do not wait until you are nearly out of medication before re-ordering. Make sure you have inhalers, etc close to hand. A delay may mean you need medical help, although do not overstock as medicines cannot be re-used once dispensed and do go out of date.



Joe Little celebrates his 75th Birthday!

Our lovely electrician Joe celebrated his

Neill Vile - 39 years with Brunelcare!

In June 2019, our Maintenance Supervisor Neill reached his 39th year working for Brunelcare. Neill started working at the age of 16 and has worked for

Staying Safe at Home

De-clutter – Keep your home clean and free from clutter. Research shows that 2 people in 100 have a problem with hoarding. To reduce the risk of falls keep hallways, stairs and floors clear. Tackle clutter in stages so that it doesn't feel overwhelming.

Make sure your shoes fit – Get comfortable footwear that fits well and helps you walk safely. As people age mobility and agility change, this may also mean that it is harder to pick up your feet.

Get support if you're lonely – Speak to someone if you are feeling lonely. Loneliness affects a fifth of the UK population and is linked to dementia and heart disease.

If you are concerned about any of the above please ask to speak with a member of staff.

Celebrations





Brunelcare's Orchard Grove Reablement Centre has enjoyed the delightful company of their very own 'artist in residence' for the last few weeks!

David Lester has been staying at Orchard Grove for five weeks recovering from a broken hip, which has required daily help and support from nurses and physios to aid his recovery, before enabling David to return home. Prior to being discharged to Orchard Grove, David was at Southmead hospital for a few weeks following the operation on his hip.

After a couple of weeks at Orchard Grove, David asked the team if they would mind him painting to while away his time convalescing. He was delighted, and surprised, when the Centre Manager said he could. Since a friend dropped off his paints, canvases and easel, David has been completing on average four paintings a day!



Johanet Sloan, Brunelcare's Orchard Grove Reablement Centre Manager comments:

"David has been a huge hit at the centre! All our guests and employees have been completely fascinated by his work. I've nicknamed him our 'artist in residence' because he is such a skilled painter and has brightened our lives with his paintings!"

David, who paints from memory most of the time, says:

"I love painting but have to admit I hadn't picked up a paintbrush for several months. My partner was ill for a while and I just didn't feel in the mood or have the time. Living here has given me the freedom and time to find my passion for painting again. I've been completing and freely donating my paintings for some of the carers, nurses and guests here. A few of my paintings are now hanging on the walls here. I even ended up giving one of the nurses a painting lesson the other day!

I'm sure that having the freedom to paint like this each day has aided my recovery. You wouldn't be allowed to do this in a hospital. I return home next Tuesday and a part of me is really going to miss this place, with all the friends I have made here. When I do get home I'll continue painting and plan to donate my paintings for local charity fundraising events."





Ingredients

- 4 large free-range eggs
- 200g tenderstem broccoli
- 5 tbsp olive oil, plus extra for drizzling
- 2 x 250g pouches cooked puy lentils
- 100g pitted black olives, roughly chopped

Method

- Bring a medium saucepan of water to a simmer, then gently lower in the eggs and cook for 6 minutes for soft-boiled. Drain and run under cold water to stop them cooking more. Carefully peel, then cut in half and set aside.
- 2 Heat a griddle or frying pan over a medium heat. Toss the broccoli in a drizzle of oil and griddle, turning, for 4-5 minutes until charred and just tender. Transfer to a large mixing bowl and toss together with the lentils, chopped olives and parsley.

- Bunch fresh flat leaf parsley, chopped
- 1 tsp Dijon mustard
- 1¹/₂ tbsp sherry vinegar
- 1 small shallot, finely chopped
- 300g hot-smoked salmon fillets
- 3 In a small bowl, whisk together the 5 tbsp olive oil, Dijon mustard, sherry vinegar and shallot with a pinch of salt and pepper.
- 4 Add half the dressing to the lentils and broccoli, mix well and spread out on a serving platter. Flake the salmon and arrange over the lentils along with the halved eggs. Drizzle over the remaining dressing and serve.

Joy White

Care Home Manager - Robinson House

In June, Joy White retired from her role as the Registered Manager of Robinson House.

Joy started as a Community Carer 24 years ago and progressed through to being the Registered Home Manager at Beverley Cottage. She then went on to become the Registered Manager at Glastonbury Care Home before continuing her Registered Manager role at Robinson House.

Joy has been instrumental in driving the successful Dementia Care Matters accreditation at Robinson House. She has also led on the Gold Standard Framework Quality accreditation for End of Life Care at both Glastonbury Care Home and Robinson House.



Joy (pictured right) with Deputy Manager Amanda Hendy

Joy will help to mentor the new Robinson House Manager and will continue to work for Brunelcare on a part time basis as a Relief Home Manager and Quality Assurance Support. She will also be working to support the commissioning of our new home, Little Heath, and is very much looking forward to this new challenge.

Joy has said: "There are great foundations built at Robinson House and Brunelcare is in a strong position. I have loved to manage Robinson House and see so many staff grow in their professions. They all want to make a difference and all work with the kindness of heart. I am very proud of the whole team. Mandy is a great deputy and she will help to lead the future successes of the home."

Brunelcare



A **BIG** thank you to the **22** tenants who have joined the Brunelcare Tenant Feedback Group.

They have been a big help in the reviewing of:

- Communications standard
- Customer care standard
- Lettable standard
- Site management standard
- Tenant involvement standard
- Tenant handbook

Your comments have been very valuable and taken on board. We look forward to having you involved with many more exciting projects in the near future.



This year we have already benefited from some fabulous corporate volunteers who have all helped us tremendously!

Generous volunteers from Burges Salmon donated paint and materials and started the volunteering year with two busy days painting the corridors at the ABC Centre and giving the 'store room' a makeover back into a useful guest room again, how great that tenants can now have friends and relatives come and stay for a while.

In March, the ABC Centre enjoyed hosting some volunteers from Lloyds bank. After bringing cakes and sharing them over a cuppa, they also offered some nail painting to the tenants who felt most pampered at the end of the morning. After this session, the volunteers got to work busily painting the corridors and changing them to a new bright colour that the tenants had chosen. What a great difference this made.

Also in March tenants from Colliers Gardens had a great day out at Oakham Treasures, accompanied by some

lovely volunteers from RBS, some had volunteered with us before and so it was lovely as they rekindled their friendship with some of the tenants they had met previously.

In April we had some great volunteers return to us from Nationwide, this time they joined Colliers Gardens working really hard on the gardens and even donating some compost and plants to one lucky tenant.



The volunteers also kindly brought some scrumptious cakes with them which they shared in the afternoon with the tenants. The tenants really enjoyed a good chat and meeting new people, many of whom commented on how amazing and lovely the volunteers were.

In addition to the benefits the volunteers brought to us, they also went away happy that they had made a positive difference and also met some super people. I am sure they will return again!

If you would like some volunteers to help for a day, or if you would like to become a volunteer, perhaps offering an hour or so a week to sit and talk with someone or help in the gardens, please contact **liz.ehlers@brunelcare.org.uk**

Heritage Tour of Bristol Old Vic

Sponsored by Friends Ageing Better By Tony Wilson

A rainy May morning and Lyne Knight and myself dashed into the crowded new lobby of **Bristol Old Vic (Theatre Royal)** for a tour of the once hidden/ forbidden site of great theatre over two and a half centuries.

We learned of subterfuge, name change, control of geese (certain ladies), much determination, and pig's trotters, not to mention decades of sound womanly management and an early black actor.

A trip to the local butcher secured tickets plus pigs trotters to chew while watching. Access to the unsanctioned theatre was by passage through private houses in a terrace beside a barrel maker's workshop, later to become the elegant Coopers' Hall.



Originally resting on reed mats over swampy ground, the longest continuously running theatre in the English speaking world now takes its rightful place on historic King Street in the cobbled heart of old Bristol.

The rebuilt stage can extend well beyond the proscenium arch into the intimacy of a sea of faces, bringing a magical experience actors have long cherished... Peter O'Toole, Dorothy Tutin, Timothy West and other household names.

Playwrights and audiences love the immediacy that inspires actors to give their best. But small audiences bring small money, so it's always a struggle, particularly to support activities such as theatre school and touring productions.

Hearing its history, and learning how modern day actors prepare their voices and are sequenced on stage, we played with old sound machines for things like wind, rain and... the Thunder Run! Surely not allowed today; heavy (stone?) cannonballs rolled down a curved wooden trough suspended over audience heads, making very realistic thunder rolls and claps. Terrifying and dangerous! If audiences didn't choke

on their pig's trotters under that raging cacophony, I expect they threw them at the stage as they fled. At least trotters are fully recyclable. Audiences too.

Our guide, an actor no less, gave a memorable tour, with plenty of well told anecdotes and information. Tea and coffee

is available, with mouth watering food, while other drinks can be ordered, pre-ordered or merely asked for.



Friends Ageing Better, FAB, is a community of people over 50. Free to join, you will be invited to happenings, tours and catch-up cafes, and be eligible for discounts on goods, services and special events.

Look up **www.ageukbristol.org.uk** or call: 0117 929 7537 or email: fab@ageukbristol.org.uk Also on Facebook

(Bristol Age UK, Bristol Older People's Forum, Bristol Ageing Better, National Lottery Community Fund).

Lyne (pronounced Lin) Knight and Tony Wilson both from **Brunelcare's St John's Court** in Fishponds, took up a **Friends Ageing Better offer** to tour backstage around **Bristol Old Vic.**

Lyne is an artist who just can't stop making stunning wild animal portraits, and when not doing that she provides colour around St John's Court gardens with hanging baskets, tree stump plantings and other creative efforts. Tony, a Brunelcare resident and trustee, enjoys both roles and often wonders how he got there.



Site Improvements Help Us to Help You Stay Safe

Throughout Brunelcare sheltered housing sites we are working with you to ensure that communal areas are free from ignition sources and significant combustible items and ensuring that all fire routes are kept clear from obstruction at all times.

We would like to thank the tenants at Willowbank for their time and effort in helping us make their communal areas safer to live.

Their communal room was de-cluttered and furniture was moved away from heaters. Unused books and puzzles were removed and the curtains were washed and fire proofed.

Tenants also helped to remove plants and pictures from corridors in readiness for the new nature murals throughout the site.



Puzzle	Wo
1 yzzu	sea

Instructions:

Try to find all of the hidden summer words in the word search puzzle.

CAMPING	00
ICECREAM	ST
SANDCASTLE	Н
SWIMSUIT	PI
FRISBEE	SL

OCEAN	
STRAWBERRIES	
HOLIDAY	
PICNIC	
SUNSHINE	

rch

R	В	U	W	Z	H	D	G	D	S	0	Ν	S	Μ	L
Ι	D	S	R	Т	U	Ν	С	Α	Ι	Ε	Ι	Т	Α	J
F	S	J	К	D	I	С	Ν	Ζ	Q	К	U	R	E	Ρ
R	Ν	С	W	Р	G	D	L	U	Х	G	М	Α	R	Ι
Т	0	Х	М	Ν	С	Ζ	Ε	Х	С	V	0	W	С	С
0	Ι	Α	C	Α	G	Κ	Ζ	F	Y	G	Х	В	E	Ν
Н	С	U	S	E	Ν	Ι	Η	S	Ν	U	S	E	С	I
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Р	L	L	С	М	0	E	Т	L	Ζ	М	W	R	W	0
E	Μ	С	1	С	I	С	Ν	С	В	Q	0	Ι	F	Н
Т	F	К	E	D	Q	W	F	Ν	L	Р	E	E	К	Х
К	К	Α	U	V	Α	Т	S	М	Х	С	U	S	Y	Х
н	Ν	Х	L	Ζ	L	Y	Κ	М	V	Ν	W	Ι	L	В
С	D	S	К	Х	V	W	Q	G	Р	Н	М	Х	Р	Q
Q	Ζ	Т	E	F	Ζ	Y	Ι	R	Х	Κ	0	0	V	Н



Hello everyone, I'd like to introduce myself to residents of Brunelcare. My name is Geoffrey Ferris and I have lived at Whitebeam court for six months.

In order to help you get to know me, I've written this letter as a means of

I was born at an early age and I was so ugly I had shutters on my pram; my mother used to feed me with a catapult. She didn't like me very much and she used to drop subtle hints like wrapping my school sandwiches in a road map and letting me play with my radio in the bath. We were so poor she bought our clothes from the army and navy surplus stores. I got fed up going to school dressed as a Japanese admiral. I remember sitting in front of the TV for hours and sometimes, if I was lucky, my mother would let me turn it on. I had two brothers and when I was born they were 6 and 8 which I thought were very silly names. My teacher in junior school said I was stupid, just because I thought manual labour was a Spanish bullfighter! However, despite the early setbacks, I managed to leave school with GCE O-levels in origami and Mongolian needlework in the 13th century.

My first job was as a deckhand on a submarine in the Swiss Navy and from there I became a lifeguard in a car wash. My final job was as a driver for the RAC. It was very demanding and I got very stressed. I had to leave as I was heading for a breakdown!

I had no luck with my marriages. My first wife divorced me on health grounds; she got sick of me. I still have a soft spot for her-it's a cesspit at the bottom of the garden.

I also got divorced from my second wife, but she was very fair with the settlement. We split the house 50/50, I had the outside. Well, my friends, I hope this gives you an idea of what I'm all about. Despite my setbacks, life has made me what I am today - a complete and utter failure.

Tara for a bit, and I hope to write to you again. Remember, it's a jungle out there.

Tenants

PHOTOGRAPHY COMPETITION

Squirrel at the park

ENTER BY 30th August 2019

CATEGORIES:

- A day in the life
- Sports and games
- Celebrations
- Wildlife

Ladies

For information, please contact Caroline Gerrard: caroline.gerrard@brunelcare.org.uk



WE WELCOME **YOUR VIEWS**

Your views are really important to us. By receiving your requests, comments, suggestions, compliments, concerns and complaints, it helps us ensure that we are providing our customers with the best service and support we can.

How to give us your feedback

You can give us feedback in person, by phone, letter, e-mail or via a customer survey. We also have social media pages where you can leave a comment.

These figures cover April 2018 to May 2019:





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.

in the picture

All dressed up

What's new...?

- We have formed a new tenant group called Brunelcare Tenant Feedback Group
- Red post boxes in the communal area of each of our sheltered schemes where you can post your comments
- The introduction of an Exit Survey so that you can rate our services at the end of your tenancy

Feedback for Housing & Property

We welcome your feedback, good and bad, so that we can make improvements and provide an efficient and friendly service. Thank you for your cards, emails and phone

calls telling us when we get it right.

26 Total complaints	Nature of complaint
4	Miscellaneous
2	Maintenance
14	Help & support from staff
1	Contractor
9	Great service

	2		4	5	
				2	
			2	3	4
2	3	4			5
5			3		
3			5	4	

Red Bus Day Nursery Visit to Woodland Court

A group of 18 residents living at **Brunelcare's Woodland Court** retirement village in Downend enjoyed a very special visit on **Thursday 17th April.**

A group of eight children (aged 3-4 years), accompanied by two of their leaders, from nearby Red Bus Day Nursery joined the residents for tea, and arrived with a potted sunflower for each resident – some

The residents and children very much enjoyed meeting and speaking to each other. There was even a little rendition of 'Twinkle Twinkle Little Star' sung by one of the children.

ended up with two!

Some of the sunflowers will be placed on residents balconies, whilst others will be potted in the garden to form part of their community garden entry to this year's 'Brunelcare in Bloom' competition.

The children didn't stop talking about their visit for the rest of the afternoon and the Red Bus Day Nursery would now like to set-up a regular partnership with Woodland Court.





Vivyan Brake, who lives at Woodland Court. said:

" I was a school secretary for 40 years at the now named Stanbridge Primary School, in Downend. It has been an absolute pleasure to welcome the children today and so wonderful to see them interact with us. Their very kind gift of the potted sunflowers will look lovely in the garden. We hope to welcome them back again very soon."

Puzzle **Solutions**

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

Upcoming events

Brunelcare in Bloom Judging day is on Wednesday 10th July

Tenants Photography competition Launched! The Closing date for entries is Friday 30th August

Tenants Community Award Launched! The Closing date for entries is Friday 30th August

Page 17 - Sudoku Answers

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

Page 14 - Summer crossword Puzzle

R	В	U	W	Ζ	Н	D	G	D	S	0	N	S	М	L
Ι	D	S	R	Т	U	Ν	C	Α	1	E	Ι	Т	А	J
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R	Ν	С	W	Ρ	G	D	L	U	Х	G	М	А	R	Ι
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Ε	Μ	C	I	C		С	Ν	С	В	Q	0	I	F	Н
Ť	F	К	E	D	Q	W	F	Ν	L	Р	E	Е	К	Х
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Н	Ν	X	L	Ζ	L	Y	K	М	V	Ν	W	I	L	В
С	D	S	К	Х	V	W	Q	G	Ρ	Н	М	Х	Ρ	Q
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Contact us:

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Housing Customer Services Team: 0117 914 4257

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

G-JHA

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 0117 914 4221



www.brunelcare.org.uk f