

What's Inside



Brunelcare turns 80!

Celebrating 80 years of service.

Brunelcare Annual Report 2020/21

How we performed



Help when you need it

A support for you

Employer of the year

Brunelcare win big at
the Care & Support
West Awards



HAPPY BIRTHDAY BRUNELCARE

*Friday 17th October 1941 is
where our journey started...*

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Welcome



What an amazing achievement. Brunelcare turned 80 years young on the 17th October 2021.

To mark the special occasion, we embarked on a week full of celebrations. On Tuesday 19th October, over 80 of our dedicated colleagues came together to celebrate the Long Service Awards at Bristol's MShed. Together they represented almost 1900 years of service. Continuing the celebrations, on Thursday 21st October we 'officially' opened Waverley Gardens, our new 62-bed extension, and, on Friday 22nd October, we did the same for Little Heath Care Home and Reablement Centre.

But, to go back to the beginning, it all started on October 17th, 1941, in a meeting of the Bristol Old People's Welfare Committee (BOPWC) in Central Hall in Old Market. Bombs had been falling on Bristol, and the committee recognised that it was the elderly who were the least able to cope. Their priorities were - 'keep them warm, keep them fed, and keep them alive!' And so began a huge effort to set up one of the first meals on wheels services in the country, as well as the beginning of our home care, which we continue to this day. Brunelcare's very first house was acquired

in 1941, West Town House in Brislington, for 30 residents who were without any family support. Funding came from the people of Uganda and private fundraising was to be our main source of funds right up to the 1960s.

It was from the late 1950s that growth took off and BOPWC became independent as a housing association. This meant being able to get funding from the government to expand. There were name changes too, in the 1980s to Bristol Age Care, and the 90s to Brunelcare.

I want to pay tribute to our founders, who, back during the trauma of the Blitz, had the vision to create the services, homes, and care that we are all part of today. This last year has required some of that Blitz spirit. I have been so grateful for the enormous efforts from all of our residents, tenants, and guests; it couldn't have been easy for you not to see your family friends with the homes and sites across Brunelcare being closed. Also, a huge thanks to our colleagues who have been covering each other's shifts and going into work when family members may have been urging you not to.

As individuals, we might think that we can't change things, but I hope that by telling you a bit about our history, you can see how your contribution makes a huge difference. Please be proud of what you do, where you live, and how far we have come as a charity. It does matter.

Oona Goldsworthy
CEO at Brunelcare

TOGETHER WITH CUSTOMERS UPDATE

Following the launch of Brunelcare's new customer engagement scheme: Together with Customers, we have now finalised our initial wider engagement activity.

Starting in September and ending in November, we visited all of our Sheltered Housing and Extra Care Housing sites, our Care Homes, and our Retirement Village to provide Together with Customers literature.

It was great to get out to our sites and meet with tenants and residents to hear your thoughts and comments on all manner of

topics, all of which were valuable feedback as part of this initial engagement phase.

We also launched the Brunelcare Customer Satisfaction Survey in October. Thank you to everyone who has submitted their response survey. We are now waiting for the report results. This vital information will be used together with the feedback from our visits to help inform the first draft of the Together with Customers Charter.

You can also follow 'Brunelcare' on social media on Facebook, Twitter and Instagram.



FIND OUT MORE AND HAVE YOUR SAY

Throughout the summer and early autumn of this year, we're planning different ways for you to find out more and have your say. Get involved. We'll be:

- ✓ Hosting events at all of our sites
- ✓ Sharing a customer engagement survey
- ✓ Holding focus groups
- ✓ We'll also be available for individual conversations too

More details about events and ways to get involved will be promoted at our sites and on our website: brunelcare.org.uk/together-with-customers

TENANTS PHOTOGRAPHY Competition EXTENDED



CELEBRATION

A photograph that captures fun or joy, wherever you may find it.



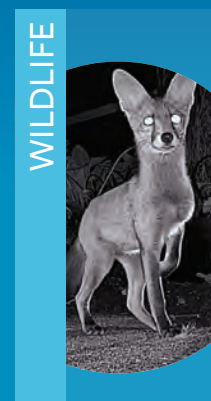
SPORTS AND GAMES

A photograph that captures any form of sport or games, from a garden kickabout to a cup final.



A DAY IN THE LIFE

A photograph that captures how you make the most of life in your home and/or garden.



WILDLIFE

A photograph that captures anything from bugs to bees or finches to foxes in your garden.

ENTRY CRITERIA

- All entries are to be received by Monday 31st January 2022
- Only one entry per person per category can be submitted
- This competition is open to all Brunelcare customers
- By entering the competition, entrants agree to the use of their names and photographs in any subsequent publicity undertaken by Brunelcare

ENTRIES

Entries can be sent via email to our Marketing Assistant, Katy Westaway, at katy.westaway@brunelcare.org.uk. Be sure to include in your email what category you have entered, your full name, site and a contact telephone number.

GOOD LUCK

HAPPY 80th BIRTHDAY BRUNELCARE



Sunday 17th October marked the 80th anniversary of Brunelcare's founding.

Launched in 1941 during WW2, Brunelcare was originally named The Old People's Welfare Committee, and they had three key goals when caring for older people: Keep them warm, keep them fed, keep them alive. Now, to mark the special occasion, we celebrated how far the charity has come with a week full of celebrations!

Tuesday 19th October marked the celebration of Brunelcare employees and their dedication to the charity. The Long Service Awards was hosted for the first time in two years at Bristol's MShed and recognised 119 colleagues who are celebrating key milestones with the charity.

Alongside our Long Service Awards, we officially celebrated the expansion of our Waverley Gardens Extra Care Housing Scheme. The extension saw 62 new purpose-built apartments for independent living. The event was

a huge success and was hosted at the scheme for tenants, employees, friends, and family to enjoy!

Finally, we had the official opening of Brunelcare's Little Heath Care Home and Reablement Centre. Brunelcare's newest care home unofficially opened its doors at the start of the pandemic in March 2020 to help ease the strain on NHS hospital beds.



KEEP THEM WARM • KEEP THEM FED • KEEP THEM ALIVE

Care Homes Update

Message from Sandra Payne, Director of Nursing & Care Homes



Since the last edition of the Grapevine, Community Services and Care Homes have combined and I am really pleased to be working with both incredible teams.

It continues to be incredibly busy in our Care Homes and Community Service areas. Colleagues have been working tirelessly to ensure that the people who need our care and support services can do so despite the ongoing issues with Covid-19 and how this impacts our teams.

We were able to (at last) celebrate the opening of Little Heath Care & Support and Little Heath Reablement & Support in October with an amazing official opening afternoon tea.

Glastonbury Care Home was successful in their Gold Standards Framework End of Life Care Accreditation managing to secure their Platinum status - well done to Edwin and the team as this is a fantastic achievement.

Community Services Managers have been working hard on recruitment so that we can work to build on our provision

in the Somerset and South Glos Authorities.

We have welcomed volunteers back into our Care Homes. It's lovely to have them back as the difference that they make to wellbeing is profound. We also had to work through the complexities of the mandatory vaccines in the homes and I would like to thank colleagues for their cooperation and patience during this difficult time.

As we ready ourselves for what will be a testing winter period for our care and support services.

I WOULD LIKE TO SAY A HEARTFELT THANK YOU TO ALL COLLEAGUES WHO ARE MAKING SUCH A DIFFERENCE TO EVERYBODY'S LIVES EVERY DAY.

Glastonbury

Glastonbury has achieved Platinum status with the Gold Standard Framework (GSF) in the recent inspection. This is a huge achievement which recognises the sustained practice to maintain excellent end of life care/palliative care in the home.

We are also delighted to introduce Tom Knauer to the role of Deputy Manager, Tom joined the team last December as a Clinician with a background as a Paramedic

and has quickly made a name for himself in the home with the promotion to Deputy.

Our NHS Pathway Unit has gone from strength to strength in the last 12 months, increasing the number of beds within the home and becoming one of the best performing Pathway units in Somerset. The team has worked really hard to make it the success it is and it would not have happened without all our employees.



Care Homes Update

Deerhurst



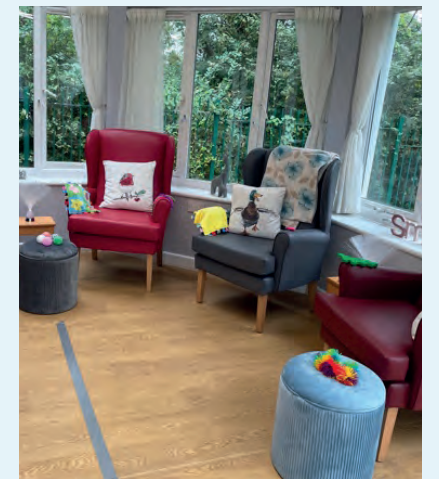
Deerhurst Care Home has been busy!! We hosted our Decompression Week where we had a week of pampering for our dedicated, hardworking employees.

The team indulged in Reiki, mindfulness Indian head

massages and foot massages, all followed by an outstanding large world buffet for employees and residents.

We have also been busy with Deerhurst's Got Talent, talent show and a very special Barbeque to round off the week!

Robinson House



The Residents at Robinson House have made the most of the lovely sunny days. We had lots of walks along the cycle path with our residents and had helpful volunteers helping us with our gardens, which are now looking beautiful and are full of colour and gorgeous new smells!

We have also introduced a Sensory Room where our residents can relax and enjoy new smells and feel different textiles. It's great for the mind and our residents always leave the room very relaxed!

Little Heath

We are happy to announce that we have officially opened Little Heath Care Home! We have had wonderful feedback from our residents, relatives, and professionals involved in the opening day. A special thank you to our amazing team that went above and beyond. The residents

appeared to love the open day with some extremely sleepy heads the following morning.

Little Heath is also getting ready for Christmas and has brought down the Christmas decorations to begin decking the halls, bringing a bit of festive fun to Little Heath.



Community Service Update

Waverley Gardens



We officially opened our new extension at Waverley Gardens at the end of October. We celebrated the overdue event with an afternoon tea party with tenants and their friends and family. It was a fantastic day full of celebration!

We have also welcomed our newly appointed Deputy Manager, Bibek Bhaker. He joined us in July 2020 as Property and Tenancy Officer to help manage the Waverley Gardens new build extension and in May 2021 was appointed as Deputy Manager, we are looking forward to working with him at Waverley Gardens.

Orchard Grove



This season at Orchard Grove marks our very special Mental Health and Wellbeing Awareness for both our employees and our guests. We have kicked off with Legs Matter Week, focusing on the importance of leg and foot health for everyone who currently lives and works at Orchard Grove. Our Guests and employees have also participated in wholesome games, quizzes and had the chance to win a mindfulness



pampering kit. We are also celebrating excellence with our Senior Nurse Marina Topcic-Garcia winning an award at the recent Care and Support West Awards.

Marina won the Nurse and Palliative Care award. We also wanted to shout about our two finalists, Amy Rich and Johanet Sloan, for the Care Home Worker and Care Home Manager Awards.

WELL DONE EVERYONE

Colliers Gardens



Colliers Gardens hosted its Winter Christmas Fair on 13th November. It was a huge success and all the residents at Colliers Gardens are gearing up for more festivities as Christmas fast approaches. We are also pleased to welcome our befriender volunteer, Martin, who visits Roy at Colliers Gardens once a week.

They have a fantastic relationship with one another and have been friends since the beginning of October.

Also at Colliers, we are proud to announce that the majority of tenants have been given their boosters jabs to protect them over the winter months. Finally, we wanted to say a big thank you to Oona Mattis, a Carer at Colliers Gardens, for sharing her amazing heritage with us for Black History Month.

Community Service Update

South Gloucestershire & Bristol Services



We started the season with a really successful open day at Woodland Court which resulted in the sale of three apartments! It's fantastic news for the site and we are looking forward to welcoming our new neighbours to Woodland Court soon!

We also had six of our hardworking employees attend the Long Service Awards, awards dedicated to Brunelcare's longest serving employees. We had, Tracie Hudson, Andy Lloyd and Dan Watts who were celebrating their 10-year milestone with Brunelcare and Carol Summer, Sue Strickland and Nicky Hunt, who celebrated our 15-years in service.

Thank you

FOR ALL YOUR HARDWORK AND DEDICATION.

Woodland Court



We wanted to welcome our new Recruitment & Retention Lead, Harley Adams. Harley is making fantastic progress in linking up and building relationships with outside agencies such as job centres and colleges to help us in the fight for recruiting new home carers. We also wanted to welcome Lewis McCallum as our new Recruitment Coordinator for South Gloucestershire. He will undertake all rostering of

clients and employees and will be working closely with the council to take on new care packages in order for us to grow.

South Glos were also on BBC Radio Bristol in September talking about the fuel shortage and the impact this would have on our community carers. It was a fantastic interview that highlighted the hard work of our community carers.

ABC Centre



We are very sad to announce that Fran Clark, who has lived with us at the ABC Centre for seven years has sadly passed away. Fran was a kind, generous and loving woman who went global with her charity Christmas shoebox initiative in 2019.

Fran has been making the shoeboxes for a children's charity for many years and used her own money to fund all the gifts inside the boxes. She had six media interviews and made it into over 20 publications across the UK. As a tribute to Fran, her friends and the colleagues at the Centre will be finishing her shoeboxes in her memory.

FRAN, YOU'LL BE SADLY MISSED.

Volunteer with Brunelcare



We have roles to suit everybody - whatever your commitment, your time can make a real difference!

To find out more about volunteering opportunities, visit our website at brunelcare.org.uk/volunteering

Or contact us on:

Email: volunteering@brunelcare.org.uk

Tel: 0117 914 4252

brunelcare 

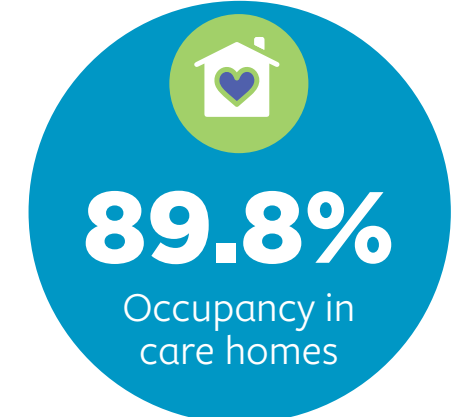
ANNUAL REPORT 2020/2021



Every year we publish our annual report to let our customers know what we are doing to deliver high-quality social care and housing services, as well as plans for the future.

It provides information about how we have performed and describes what we will do over the coming year to further improve to deliver a better service.

HOW HAVE WE PERFORMED THIS YEAR?



CUSTOMER SATISFACTION



During 2019, we conducted a customer satisfaction survey across the Charity. Of the 2,237 surveys distributed, we achieved a positive 41% response rate.

81% of our customers told us that they thought our overall customer services were good. Our customers told us that they received regular communication from the start of the Coronavirus pandemic.

HOW DID WE HELP?

Brunelcare encourages tenant involvement in decision-making by promoting mechanisms for their involvement. We employ a wide range of methods to communicate with our tenants, including:

- Issue of an annual report to tenants
- Suggestion boxes in all sheltered sites
- Site notice boards
- Quarterly site meetings
- Our quarterly Grapevine magazine

- Information on our website
- Repairs call back survey
- Exit survey for departing tenants
- Brunelcare Tenant Feedback Group

The sheltered housing sites' quarterly site meetings enable tenants to raise concerns and discuss ideas for their site.

In 2020 we recruited over 100 volunteers to support our clients and tenants throughout the period of lockdown.



HOW ARE WE SPENDING YOUR MONEY?

As a Charity, we are focused on investing any surplus back into making us a quality provider and great employer.

Most of our expenditure is either for the direct provision of care (mainly staff costs) followed by the provision of suitable home environments (such as repairs and maintenance costs) plus funding of the relevant support services (for example, recruitment and training).

The last year has been challenging due to the pandemic and no new supply of homes has been added however, two major projects were completed in 2020. This included the Waverley Gardens extension which has added 62 units to our Extra Care stock. Our major new care home development at Little Heath opened in April 2020.

Brunelcare's future development activity will focus on redeveloping and refurbishing our elderly care and sheltered housing homes.



KEEPING YOU SAFE & SECURE

Despite the impact of the COVID-19 pandemic on staffing and the ability of staff and contractors to access properties, as at 31 March 2020, there was 100% Compliance with all landlord health and safety requirements.

In May 2021, the Regulator for Social Housing (RSH) upgraded their assessment of Brunelcare's governance arrangements, confirming Brunelcare's upgrade to 'G1' -

the regulator's highest grade of governance compliance. In its judgement, the RSH said Brunelcare had: 'strengthened its corporate risk management and internal controls framework' and 'has appropriate systems and processes for providing assurance on compliance with landlord health and safety Requirements'. All our care homes, reablement and extra care housing services have achieved ratings of good or above for full details of the outcome of CQC inspections - links to inspection reports are available on our website



HOW ARE WE SUPPORTING YOU?

Brunelcare supports over 2,000 people to remain as independent as possible, in their communities - Care is provided in people's own homes, in five specialist care homes, two reablement facilities and through a day centre.

We want all of Brunelcare's customers to feel proud of their homes and where they live, but we know this isn't always the case. A number of our homes are in need of investment to bring them up to a more energy efficient standard and local environments also need improvement.

In June 2020 we published a new asset management strategy. This will allow us to focus on the homes in greatest need first, but make sure that our long term financial plan allows improvements to all our homes in priority order.



OUR COLLEAGUES

To deliver all of its vital services Brunelcare employs a dedicated team of over 1,000 people.

Brunelcare is committed to treating mental health as seriously as physical health and general employee wellbeing. In the summer of 2019 we began to train internal Mental Health First Aiders who are able to provide first-line support to colleagues who may be in need of assistance.

During 2020 communicating with all colleagues became even more important due to the restrictions which are why we had several video calls, newsletters and groups set up to keep all our team members connected.

Brunelcare is committed to delivering equality of opportunity regardless of gender and has a pay and grading structure to support this.



WHAT'S NEXT?

Despite the pressures and stresses that the pandemic has brought we ended the 2019-20 financial year in a positive position with an operating surplus of £1,982k, equivalent to 6.2% of income and £653k better than the previous year.

It is still too early to forecast the full extent of the impact on our financial position for 2020/21 but we have been taking firm actions to keep all our budgets under control, whilst not compromising on staffing levels or infection control measures. At the beginning of lockdown, we opened Little Heath, our brand new care and reablement

centre at Cadbury Heath in South Gloucestershire, in the midst of the pandemic, as well as an extension to our Waverley Gardens Extra Care Housing Scheme in South Bristol. The fact that colleagues achieved this at such a turbulent time demonstrates their commitment and tenacity.

The role that Brunelcare plays in providing care and support to older people across our communities has never been more important and wider society is starting to recognise the essential part that social care plays. We hope to see this recognition feed into changes in how social care is funded and supported.

Influenced by the National Housing Federation's work on 'Together with Tenants', we have commenced planning for a large customer engagement initiative we're calling 'Together with Customers'. We know we need to engage in a genuine two-way open dialogue with our customers to understand more fully what matters most to them.

This work will commence in 2021-22 and will include a full customer satisfaction survey, events and focus groups, and will culminate in the creation of a 'Together with Customers Charter'.

YOU CAN READ OUR FULL REPORT AT
brunelcare.org.uk/annualreport

FOLLOW US



Compliments & Complaints

PROCEDURE

A NEW WAY TO GIVE COMPLIMENTS AND COMPLAINTS

We've made it simpler to let us know what we are doing well and what we can do better at Brunelcare.

WHY?

In July 2020, the Housing Ombudsman published a new Complaint Handling Code to set out good practices and allow landlords to respond to complaints fairly and effectively.

Landlords were asked to complete a self-assessment against the Code to highlight any actions required to meet the criteria of the code.

The results of our findings have allowed us to make changes to

our policy and processes in order to resolve compliments and complaints quickly and easily.

HOW?

Stage 1 - Informal Comments & Concerns

We hope to get these resolved quickly and encourage you to contact your normal point of contact, be that a care home manager, housing officer, or community colleague.

If you remain unhappy you can make a formal complaint.

Stage 2 - Formal Complaints

We will acknowledge your complaint in writing within three working days.

We will fully investigate your complaint, which may involve contacting you for more information.

We will provide a response to your complaint within 10 working days.

If you are not satisfied with our response and feel the matter still needs resolving, you have the right to take your complaint to the relevant Ombudsman.

Find out more about how you can give us your feedback

Email us at:
feedback@brunelcare.org.uk

Write to us at:
Feedback and Complaints
Brunelcare Head Office
Saffron Gardens
Prospect Place
Bristol BS5 9FF

Call us on:
0117 914 4200 (office hours,
Monday to Friday)

QUARTERLY SITE MEETINGS ENERGY BILLS

Thank you to all our customers that attend the site meetings we hold. They are a great way to answer any questions you may have and is an ideal time for you to provide us with your feedback.

Over the coming weeks, we will be visiting where you live to answer any questions on the energy shortage and what that looks like for your energy bills.

You will have recently received a letter confirming the date and time of your next site meeting, but if you are still unsure, please ask your local representative for details.

Meanwhile, it's important to stay safe and warm this winter while being mindful of how much energy you use.



Here are some helpful tips for efficient energy usage:

- ✓ Extra layers
- ✓ Draught proof doors
- ✓ Do one less wash a week
- ✓ Switch off standby
- ✓ Turn off the lights when you leave a room
- ✓ Only fill the kettle with what you need

LOCKDOWN IN HOUSING



Here are a few of the fab things our tenants have got up to in the lockdown period and the past few months.

EMMANUEL COURT

A Tenant has been making lots of lovely things from old branches and logs. It kept him busy during the lockdown. He's made some really detailed pieces and they are now on display at Emmanuel court. Joyce Preddy, 103, has now

sadly passed away. The tenants have bought a bench in her memory to keep on-site.

ST MICHAELS

A tenant has been busy knitting squares for a local care home. They are making blankets with them to keep them busy during the lockdown.

The housing team has been doing lots to help our tenants during the lockdown. Some of our tenants are on their own and have no support. We have made sure they are supported by implementing some of the following things:

- Matching them with one of our fabulous volunteers, some really lovely friendships have been formed through this

service. The volunteers have been supporting tenants with shopping, cleaning, or just having a chat on the phone.

- We have been calling our most vulnerable tenants either daily, weekly or monthly to check in on them.
- Karen Hislop, Tenant Liaison Officer, has been doing a jigsaw swap between her sites to keep tenants busy.
- We've been making sure that our tenants can get to their vaccination appointments, we have called to book lots of our most vulnerable tenants in for their jabs as they were not able to do this themselves.

WE NEED YOUR HELP!

The Property Team is currently looking to award a new service contract for the Electrical, Mechanical, and Life Safety systems at Brunelcare.

These important services include Planned Preventative Maintenance for our Heating Systems, Electrical Systems and Fire Alarm Systems which make up the majority of planned works across the organisation.

The Housing and Care Teams are looking for volunteers to play a key role in the final tender decisions process. We need help from our residents and tenants in helping us decide who the contracts should be awarded to and why.

If you are interested in volunteering please contact Adam Parker via email adam.parker@brunelcare.org.uk or via telephone 07776652619



Likewise, we are looking for resident volunteers to get involved in re-tendering our Window Cleaning and Landscaping contracts in December and January.

If you are interested in volunteering please contact Elly Weale via email elly.weale@brunelcare.org.uk

TENANCY SUSTAINMENT OFFICER

Brunelcare's Tenancy Sustainment Officers provide support, advice, and assistance to our tenants to ensure that they can maintain their tenancies within our 23 sheltered sites and seven bungalow sites.

Their main responsibilities include dealing with arrears and anti-social behaviour.

This service can have a beneficial impact on tenants' lives by ensuring they can remain living in our properties for as long as they wish, by helping them to manage money (bills, debts, benefits etc...) and giving them the confidence to eventually manage

their tenancies and finances independently.

We work with local partners to deliver this support and can point our tenants in the direction of service in their area.

Organisationally, providing this service prevents homelessness, minimises the financial cost to the Association and the impact on families and communities.

TENANCY UPDATE

Cases that have been handled so far this year:

COURT ACTION:

2 Section 21 notices. This is where we inform a tenant that we are starting legal proceedings to seek possession of the property.

EVICTIONS:

2 Notice of Seeking Possession (NoSP) - 10

TENANCIES EXTENDED:

6 Starter tenancies extended

ANTI-SOCIAL BEHAVIOUR:

12 cases

INJUNCTIONS SERVED:

1

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:

35.13 % since April 2021



Help When You Need It

A Bristol City Council funded service for those aged over 55 years and in need of support.

.....

Who may use the Service?

Help When You Need It is funded by Bristol City Council and is for older people who live within the Bristol boundaries, are over the age of 55 years, and in need of support (including mental health and substance misuse issues).

It is for people who require support to:

- ✓ Maintain accommodation/tenancy or secure accommodation
- ✓ Self manage physical health and wellbeing
- ✓ Manage mental health and wellbeing
- ✓ Maximise income, reduce debts, or find paid work
- ✓ Prevent loneliness and isolation
- ✓ Stay safe

How can you access the Service?

Referrals can be made by yourself, a relative or a professional. Please visit our website to complete a referral form at www.brunelcare.org.uk/our-care/help-when-you-need-it-support-service

How we support you

All referrals will be followed up by an assessment visit to determine the type of support you will receive. This will vary based on your individual circumstances and we will identify outcomes and support you to achieve them. It can be time limited, but the aim of the service is to provide help when it is needed. If you reach your outcomes but later need further support, you can re-refer.



If you meet the criteria what support can we offer?

- ✓ Support with overall wellbeing including managing physical and mental health
- ✓ Support accessing services to help with mobility and frailty
- ✓ Promotion of self care and support with life skills such as nutrition/dietary advice.
Please note we can not offer personal care or carry out domestic chores.
- ✓ Support to identify, access and maintain meaningful activities to prevent loneliness and social isolation, such as timely signposting to local community and activity groups, befriending services, and support to keep in contact with family and friends.

- ✓ Support with aspects of maintaining tenancy such as: Effective liaison with RSLs regarding tenancy issues/ queries: Assistance to maintain the safety of the home and report maintenance issues, minor repairs etc. Income maximisation checks, completing benefit forms, budgeting Moving and resettlement activity including support to source furniture, funding, liaising with utility companies, finding GPs. etc Support with maintaining the environment, including referral to Home Improvement Agencies for adaptations and assessments, access to Assistive Technology and Gadgets.

- ✓ Support following immediate discharge from hospital, and support to prevent readmission and liaison with social care and outreach agencies.

- ✓ Support with finances such as welfare benefits advice and signposting to Money Advice Services (such as BCC's Welfare Rights and Money Advice Service – WRAMAS) and Citizens Advice.

- ✓ Support to feel connected, including support to access the internet and other sources of information.

- ✓ Support to access advocacy services.

- ✓ Identification and support for carers to prevent carer breakdown.



“

I've had a **brilliant service** from all the staff that have attended to me. They've done a lot for me and **changed my life**.

I've had help arranging a house move and sorted out my PIP and other benefits, so i **don't have to worry** about money any longer.

I could have never done this on my own and I am **so grateful for the support** I have had.

Steve, Bristol.

”

If you require further information before you complete the form, please contact us by phone or email.

T: 0117 428 1274

E: hwynireferrals@brunelcare.org.uk

SAY HELLO!

- ✓ Want to find out more about Brunelcare?
- ✓ Do you have a question about our services?
- ✓ Wish to be put in touch with a specific person or department?
- ✓ Or just want to say hello?

You can email us at hello@brunelcare.org.uk

WE WILL BE MORE THAN HAPPY TO HELP.



winter wellness

hacks from Brunelcare

With the over 65's being the most vulnerable this winter, especially due to the Coronavirus, it's important that we recognise the physical factors that could make the older generation unwell this season.

The NHS has released guidelines on how to stay well this winter. Some tips include: not running a house that's below 18 degrees, having at least one hot meal a day, and having access to blankets and hot water if a person in your care isn't very active at home. Physically, the colder months can be tough on the elderly generation, but what about mental wellbeing this winter for people of all ages?

GET EXERCISING

Exercising is one of the most important things you can do to combat stress and increase your wellbeing this winter. It's said that people who exercise regularly are less likely to experience anxiety than those who don't. If you find it difficult to exercise, try going for a short walk outside or even doing some stretching in your chair. Please remember to also get sufficient rest if you are showing signs of Coronavirus or are feeling generally unwell this winter.

CONSIDER NATURAL SUPPLEMENTS

Natural supplements such as lemon balm, a member of the mint family, have been studied for its anti-anxiety effects. This small plant can be grown at home or purchased at a garden centre, and can be made into tea using its leaves to relieve anxiety and also warm you up this winter. Omega-3 fatty acids are also an excellent supplement to take, alongside green tea, valerian, and kava kava.

USE ESSENTIAL OILS

Using essential oils may help reduce your feelings of stress and anxiety this winter. The most soothing and calming scents are said to be lavender, rose, vetiver, and bergamot.

REDUCE YOUR CAFFEINE INTAKE

Caffeine is a stimulant found in coffee, tea, chocolate, and energy drinks. High doses of caffeine can cause anxiety and stop you from sleeping. Try green tea or lemon balm tea in its place.

WRITE IT DOWN

One way to handle stress and anxiety this winter is to write it down. While recording what you're stressed about is one approach, another is jotting down what you're grateful for. Gratitude may help relieve stress and anxiety by focusing your thoughts on what's positive in your life. Spend time with family and

friends this winter - Social support from friends and family can help you get through stressful times. Being a part of a friend network gives you a sense of belonging and self-worth which can help you through tough times. One study found that, for women, in particular, spending time with friends and children helps release oxytocin, a natural stress reliever. The effect is called 'tend-and-befriend,' and is the opposite of flight-or-fight response. Brunelcare also has a fantastic volunteering program called Friends on the Phone where we partner up our Brunelcare residents, tenants, and guests with like-minded people for companionship. If you're interested in the scheme, please contact a Brunelcare representative.

LISTEN TO SOOTHING MUSIC

Listening to music can have a very relaxing effect on the body. Slow-paced instrumental music can induce relaxation responses by helping lower blood pressure, heart rate, and stress hormones.

SPEND TIME WITH YOUR PET

Having a pet may help reduce stress and improve your mood. Interacting with pets may help release oxytocin, a brain chemical that promotes a positive mood. Having a pet also gives you purpose, keeping you active and providing companionship.

A FOND FAREWELL TO FRAN

You will be missed

Today we pay tribute to Fran Clark, a tenant at our ABC Centre, who was famously known for her Christmas Charity Shoeboxes.

Fran labeled herself the 'real-life Santa' after dedicating her time and using her own money to fund and create over 500 charity Christmas Shoeboxes every festive period. Fran has been making shoeboxes for the past five years while living at our ABC Centre, and has in total made close to 3,000 boxes that are sent to women, men, and children across the globe to open on Christmas Day.

Fran sadly passed away in October and in her memory, her loving friends and colleagues at the ABC Centre are going to finish what she started and create all 500 Christmas boxes in her memory.

In 2019, Fran went global for her selfless efforts and was interviewed by the BBC and ITV News! Decorated with Christmas wrapping and sent to men, women, and children, Fran began her shoeboxes in January and worked all year round to provide to those who are less fortunate.



Fran began her role as Bristol's very own Santa five years ago, after seeing an advert for the Shoebox Appeal in a church magazine. Sourcing items from charity shops, car boot sales, and her local Knit and Natter groups, she would spend around one hour each morning filling the boxes with her festive finds. She gets help from ABC Centre Manager, Danielle Morgan, and other friends who assist in wrapping and finding gifts for her.

Danielle, ABC Centre Manager said:

"Fran was a lovely woman and incredibly selfless. She had her own workshop at the ABC Centre and would spend most of her time working on the Christmas shoeboxes, even throughout the hot summer days! She's a very special woman and will be sadly missed at the ABC Centre."

BRUNELCARE WIN EMPLOYER OF THE YEAR



Brunelcare has won Employer of the Year at the Care and Support West Awards.

Announced at the beginning of October, Brunelcare, a charity delivering care for people across the South-West for 80-years, has won the prestigious award at the ceremony that took place Saturday 09th October.

Brunelcare's Marina Topcic-Garcia, a Senior Nurse at Orchard Grove Reablement Centre, also came out on top in the Nurse and Palliative category. The charity also had two finalists, Amy Rich, Reablement Worker at Orchard Grove who was up for the Care Home Worker Award and Johanet Sloan, Orchard Grove Reablement Manager, who made it to the finals for the Care Home Manager Award.

Oona Goldsworthy, CEO of Brunelcare said:

"We are thrilled to have won Employer of the Year at the Care and Support West Awards, it's a huge success as we believe Brunelcare is an excellent place to work and

grow your career. A huge congratulations to Marina for winning in her category and a huge well done to Johanet and Amy for making it to the award finals."



INGREDIENTS:

- 85g dried red lentils
- 2 carrots, quartered lengthways then diced
- 3 sticks celery, sliced
- 2 small leeks, sliced
- 2 tbsp tomato purée
- 1 tbsp fresh thyme leaves
- 3 large garlic cloves, chopped
- 1 tbsp vegetable bouillon powder
- 1 heaped tsp ground coriander

METHOD:

- 1 Tip all the ingredients into a large pan. Pour over 1½ litres boiling water, then stir well.
- 2 Cover and leave to simmer for 30 mins until the vegetables and lentils are tender.
- 3 Ladle into bowls and eat straight away, or if you like a really thick texture, blitz a third of the soup with a hand blender or in a food processor.

BBC Good Food:
www.bbcgoodfood.com/recipes/winter-vegetable-lentil-soup



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ANSWERS

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WORD SEARCH

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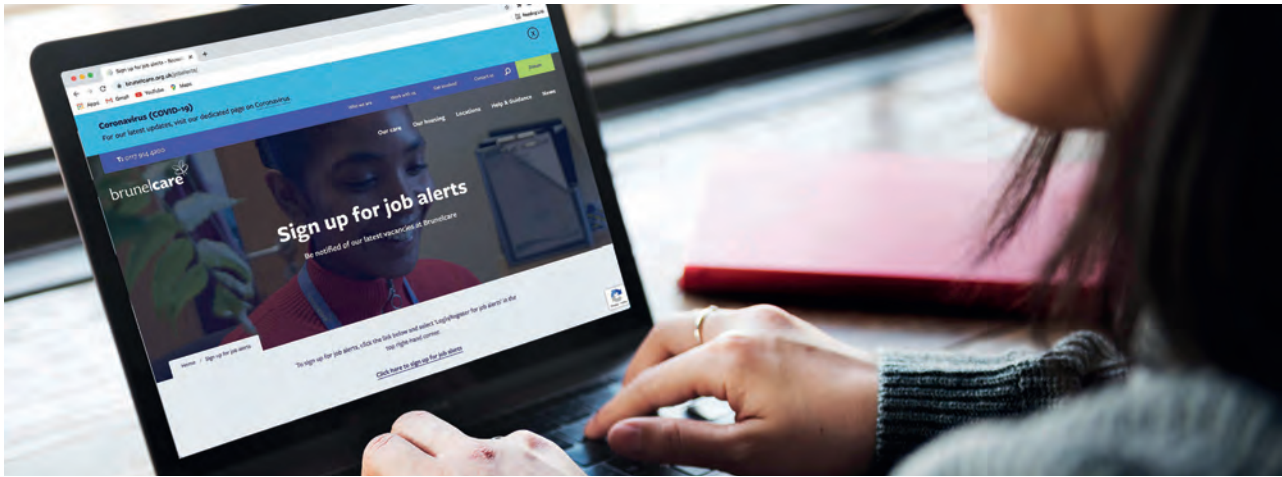
CAN YOU FIND THESE WORDS?

- | | |
|------------|----------|
| GREENFINCH | BLUE TIT |
| SPARROW | HERON |
| MAGPIE | PEACOCK |
| ROBIN | PIGEON |
| GOLDFINCH | STARLING |

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(Extra Care Housing & Sheltered
Housing)
0800 072 6308 (8:30am - 4:30pm)



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