

brunelcare



WINTER 2020

grapevine

NEWSLETTER

What's Inside



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We're writing a new five year plan and we welcome your views

Property team update

A stronger team to provide the best service



Waverley Gardens

Celebrating a brand new extension to the scheme opening Spring 2020

A day in the life of..

Brenda Moxham,
Activities Coordinator at
Glastonbury Care Home



Welcome Oona

Read all about my first four months at Brunelcare!

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Welcome to the new Grapevine



It's an honour to be on the front cover and to re-introduce the magazine to you all. We are pleased to announce that Grapevine is now available to all of our residents, tenants and clients.

We'll be producing Grapevine four times a year, one for each season! We've been working hard to gather inspiring news stories from across Brunelcare teams with updates from our Housing and Property Team, Community Service Team and Care Homes.

I've now been in my new role for four months, and wondering how long I can say 'I'm new'. It feels important to carry on seeing things with fresh eyes so I can learn about what we do and the lives we affect. This has meant spending time out and about, meeting our care and nursing

colleagues and residents, going out in the vans to look at our homes, visiting our building sites and learning about the value of reablement too.

I can take no credit for Deerhurst maintaining their 'Outstanding' CQC rating. Really no mean feat. Julie and the Colliers Gardens Extra Care Housing (ECH) crew also achieved a clean sweep 'Good'. Looking forward, 2020 is gearing up to be an eventful year. Our extension of Waverley Gardens Extra Care Housing Scheme will bring 62 new homes in the Spring. Whilst it's all hands to the pump at Little Heath, as Marius Popescu, the new Little Heath Care Home Manager and Sandra Payne, Director of Nursing & Care Home, gear up for opening our 78 bed new care and support home.

The new decade will also bring a new overall plan for Brunelcare, as we set out our priorities for the next five-years. I want to get as much input into this as possible, so we'll be asking you all to help shape this over the next few months.

Finally, with a new government in place, we want to make sure that decision makers hear loud and clear, just how important a decent home and good social care is, not just to individuals but for society as a whole.

Happy reading - we really hope you enjoy the new Grapevine!

Oona

A new five year plan for Brunelcare

We're writing a new five year plan and we welcome your views



Brunelcare has been caring for older people across the South West for nearly 80 years. During that time the organisation has changed and grown a lot, but our ethos of kindness and our commitment to quality care has always been a constant.

In 2020, Brunelcare will launch a new five year strategy and we'd like to hear your views. The strategy will set our direction for the coming years and will affect those we provide housing, care and support for, as well as our employees and the wider community. That's why we're keen to share our thinking and hear from you.



Our initial focus for the new strategy concentrates on six key areas for development:

✓ Homes to feel proud of

We want to invest properly in our homes so that all our tenants and residents are proud to live in safe, comfortable and energy efficient homes fit for the 21st Century.

✓ Getting the Basics Right

We know that good timely communication is important to our customers, as is value for money, so we want to invest in the right systems and technology so that all our customers will report that they are happy with our services and can access them whenever they want.

✓ Financially secure

We will ensure we have strong financial and governance foundations in place so that we can continue to deliver for our customers for years to come.

✓ Quality care

We never want to knowingly compromise on quality. We want all of our CQC registered services to maintain at least 'Good' and strive for 'Outstanding'.

✓ Stronger together

Learning and working with others will stretch us and help us to achieve more. Developing partnership working will be one of the main ways that we will achieve our aims and influence others.

✓ People first

We want to be a great place to work so we will continue to invest in developing our people, and our leaders, so that, alongside customers, we can shape our future together.

Share your views

This list is a starting point and there's a lot of work to do to test what's possible.

If you'd like to share your views on any of these areas of focus, or about what's important to you, please get in touch.

Visit: brunelcare.org.uk/strategy

Email: info@brunelcare.org.uk

Write to:

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

Brunelcare volunteer hits

35,000 hours!

After two-decades and 35,000 hours of volunteering, Clive, 83, is recognised for his commitment to Brunelcare.



Brunelcare honoured one of its longest serving volunteers with a certificate of recognition for his services to Brunelcare. Clive Iles, 83, has been volunteering with Brunelcare's Deerhurst for two-decades.

Clive has been volunteering with Deerhurst for a total of 240 months, which is 1,000 weeks, 7,100 days and 35,000 hours helping employees and residents at Brunelcare's Deerhurst Care Home.

Clive started his volunteering journey in 1998, after his mother, who had been a resident at Deerhurst, passed away in the home. He volunteers Monday to Friday, 7:30 - 15:30 and drives his

car in every day from his home in Longwell Green. Clive's main day-to-day duties can include administration, ordering supplies, dealing with deliveries and feeding back to employees and managers if anything needs to be taken care of in the care home.

Clive said:

"I absolutely love volunteering with Brunelcare, it keeps me busy and on my feet while I'm still able. I work with some fantastic people and really enjoy the social element of my role. I've spent over 35-years working in the Royal Mail's sorting office so I'm used to being organised and being around lots of people."

Alongside being a dedicated volunteer for Brunelcare, Clive is also a qualified pilot and received his piloting license when he was 70-years-old! He also won the Unpaid Carers Awards at the Great British Care Awards 2018.

Lesley Hobbs, Care Home Manager said: "Life at Deerhurst wouldn't be the same without any of our volunteers. Clive brings such a positive atmosphere to the office and the entire care home. Things always seem to run a lot smoother with Clive around. He's built some great relationships with the residents and their families and he's definitely very popular at Deerhurst! We really appreciate all of his help. He's been and will continue to be an absolute star!"

Clive says: "In my spare time I enjoy tending to the garden, going for walks or meeting up for a coffee with friends. Volunteering makes the weekends special for me. Even though I fly less than I would like to, I enjoy going to the Bristol Flying Club, having a cup of tea and watching the planes come in."

Deerhurst is fortunate enough to have a large group of volunteers that give their time to the care home, a huge thanks to Mike & Jenny Evans, Joan Frampton, Jean Marshman, Margaret Archer, Peter Morgan and many others who do a fantastic job.



SASHA MATTHEWS

our HR Apprentice makes an incredible discovery...

Sasha has worked at our central office since starting her HR apprenticeship in November 2018. She joined Brunelcare as she wanted to work for a cause she was passionate about - not realising Brunelcare was a significant part of her own family's history.

Last August, Sasha's Great Grandmother, Alice, sadly passed away. During her memorial service Sasha made an amazing discovery - Alice had also worked at Brunelcare 75 years ago, but it was quite different to how it is today.

In 1941, Brunelcare was established to support older people in the aftermath of WWII. Initially established as Old People's Welfare Committee (OPWC), the key objective was to "keep them warm, keep them fed, keep them alive."

Sasha said: "I found out that before Brunelcare started providing housing and accommodation they had a task force of volunteers who delivered hot meals to people who needed help and my Great



Grandmother was one of the brave volunteers."

Alice's role at Brunelcare many years ago was to deliver meals to families who had been affected by the war, cycling all over Bristol with hot meals.

Travelling around the city in the bitter cold winter, Alice would fill her basket with straw and newspapers to try and keep the meals warm for as long as possible. Working through WWII was terrifying at times for Sasha's Great Grandmother, but she dedicated her time to help those in need.

Sasha said: "During one of her deliveries in Patchway there was a sudden violent air raid and she ran to the nearest air raid shelter to wait for the bombings to pass. It was a terrifying



experience for her, but luckily she was unharmed. It didn't stop her from her work, she continued to deliver meals to the families that needed them the most, showing just how selfless of a person she was."

Finding out that her Great Grandmother was one of Brunelcare's first volunteers has been a heartwarming discovery for Sasha, and she says it has made her even more proud to be part of Brunelcare.

Sasha said: "It warms my heart to think that all these years later I am working for the same charity she risked her life for, it makes me extremely proud that another generation of my family is here."

Hats off to Ted!

Find out why Saffron Gardens' Ted is making the employees and residents smile!

We caught up with Ted Evans, a tenant at our Saffron Gardens site who aims to bring joy to all with his assortment of hats.

Ted, 83, has made quite an impression with his ever growing hat collection, bringing smiles to staff, tenants and residents alike at Brunelcare's Saffron Gardens.

Ted first moved into his self-contained flat in Saffron Gardens in 2014 and has enjoyed his time with Brunelcare over the last five-years. "The first time I came here I knew immediately it was the right place. The staff here are just so caring, you can see it in their faces."

Ted regularly attends coffee mornings, enjoys watching DVDs with his neighbours, chatting to members of staff, and receiving daily visits or phone calls from his carer, Rachel. As well as his sociable personality, Ted has become well-known for his colourful collection of hats.

Owning a total of 30 hats and counting, Ted's collection is constantly expanding. They have been acquired across a span of five-years, according to Ted, and are often lucky finds in charity shops, or gifts from family and friends. Despite his ever growing collection, Ted clearly remembers where each one came from, with his favourite being a red, fluffy WKD hat given to him by his daughter. Tiger stripes, bells, and bobbles are also common components of his hat selection.

Ted enjoys the happiness his hat-wearing brings to both the staff and residents of Saffron Gardens, as he loves bringing joy to those around him.

Ted said:

"I wear hats to give people a smile. They may think I'm daft but as long as I make one person smile that's all that matters. My attitude is, 'If you can't smile, why bother?'"

Entertaining people comes naturally to Ted, who previously worked in the entertainment industry for 40 years. In amongst his other jobs, Ted worked as a DJ from 1956-1996, and was also part of a Skiffle group. This knack for bringing joy to others has carried on during his time at Saffron Gardens and is loved by both staff and residents.

Michelle Boden, Receptionist at Saffron Gardens said: "I love seeing Ted in his different hats, I think he does it to make people smile. Every weekend he donates his chef hat to Saffron Gardens for its weekly pizza club. I recently gave him a new one to celebrate his birthday, which was the 25th in his collection!"

Ted is also an avid collector of meerkat figures, DVDs - of which he has over 2,000 - and vinyl records.



Housing update



Bristol City Council currently spend £6.1m from its Health and Social Care budget on a wide variety of services. These services all look to prevent people from needing long term care and/or support. In 2009, Supporting People, a Government run programme, became part of the local authorities' general funds, allowing them to spend the budget allocation as they deemed appropriate.

Since 2009, Brunelcare has received grant funds from Supporting People, which has enabled us to help people with support needs to live independently within our Community Living Schemes.

Bristol City Council, along with many local authorities decided to re-design the services previously funded by Supporting People grants. Throughout 2017/18, Bristol City Council consulted with stakeholders, the public, Brunelcare and other providers of Supporting People services. After the consultation, Bristol City Council introduced a three-tier support model:

Tier 1 - 'Help to help yourself' - Early help and prevention, enabling people to live more independently

Tier 2 - 'Help when you need it' for older people. - Time limited and targeted to their needs

Tier 3 - 'Help to live your life well' - Long term care needs

In October 2019 Bristol City Council initiated a tender process so that Brunelcare and other providers could bid for the Tier 2 - 'Help when you need it', funding.

Brunelcare successfully submitted a bid in November 2019. Bristol City Council hope to notify providers of awarded contracts in early 2020. The contract will be for a period of three-years and will commence on Wednesday 1 April 2020 with the option to extend to a further three-years.

We are hopeful the contract will be awarded to Brunelcare. If we receive the grant funding it will mean we can continue to provide support to those of you that live in our Community Living Schemes. The support will be for older people encountering difficulties and might need support to help them to access health care, maximise their finances, budget successfully, improve their wellbeing or access their community.

Grants?

You could be missing out on financial help

Grant-giving charities (also known as 'charitable funds') give financial help in the form of a grant to people in need.

This may be a sum of money given as a gift or award, and it doesn't have to be paid back. Grants can be given as money, products or services with some charities offering advice, information and support alongside grants.

In most cases, charitable funds have been set up to help people in need who have something in common. To qualify for a grant, you will need to meet the eligibility rules. This could be determined based on where you live, your age, gender, current or past jobs, health condition and nationality. Some funds are based on the situation of your partner and possibly your ex-partner.

You can find out more information about grants by visiting: <https://grants-search.turn2us.org.uk/>, alternatively contact a member of the housing team for help with this.

Food banks

Food banks are designed to provide short-term, emergency food during a crisis. Their aim? To relieve the immediate pressure of the crisis by providing food to local communities. Food banks provide a minimum of three-days' nutritionally balanced, non-perishable canned and dried foods that have been donated by people in the local community.

When visiting a food bank centre, one of its volunteers will run through the food parcel packing list with you to check any special dietary requirements you may have. If they have the facilities to do so, some food banks can also provide fresh food.

A typical food parcel includes:

- Cereal
- Soup
- Pasta
- Rice
- Tinned tomatoes/ pasta sauce
- Lentils, beans and pulses
- Tinned meat
- Tinned vegetables

- Tea/coffee
- Tinned fruit
- Biscuits
- UHT milk
- Fruit juice

In order to get help from a food bank visit:

www.trusselltrust.org/get-help/find-a-foodbank/, alternatively contact a member of the housing team for help with this. The food bank will be able to tell you which referral agencies they work with in your area and how you can get a voucher.

You may also like to donate to a food bank, ways you can donate food are:

- 1** Directly to your local food bank – find your nearest one through the website above.
- 2** At collection points in supermarkets across the country.
- 3** By hosting a collection at your local school, church or business for your local food bank.

Before donating, please check with your local food bank to see what supplies they are currently in need of.

Tenancy Team Introductions

We are pleased to announce...



Sarah Doe
New Housing Officer for the South Community Living sites

Sarah is responsible for the day to day services delivered by the Housing team and works to ensure the quality of service meets the needs of tenants.



Marcia Walker
Support Officer

Marcia's main duties will be:

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

TENANCY ACTION UPDATE

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 - 25% reduction of arrears during the last six-months

Court Action

One Injunction

Evictions

One

Notice of Seeking Possession (NoSP)

One

Tenancies extended

Eleven Starter tenancies extended

Anti-social behaviour

Five cases

Need help?

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

Hannah Browne

07776 652 760

Lisa Parry

07467 482 857

We welcome your feedback

Your views are really important to us. By hearing your compliments and complaints it helps us ensure we are providing our customers with the best service and support we can.

You can give us feedback in person, by phone, letter, email or via a customer survey. We also have social media pages where you can leave comments or send us a direct message, just search Brunelcare.

Feedback for Housing and Property

These figures cover April 2019 to Sept 2019.

Total Complaints	Nature of complaint	Total Compliment	Nature of Compliment
10		22	
1	Nuisance	4	Job well done
1	Poor communication	8	Help & support from staff
4	Staff / service	4	Thank you
1	Care	6	Great team and service
3	Maintenance		

Thank you for your cards, emails and phone calls telling us when we get it right.

Property Team Update

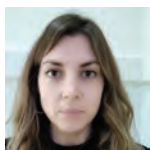
Over the course of the last few months, we have taken the opportunity to strengthen our property team, ensuring we not only provide the best possible service, but also ensure that our properties are safe and fit for the future.

The team look forward to meeting many of you whilst out on site visits and attending regular site meetings.



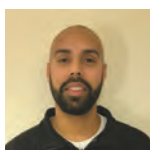
Head of Property and Compliance
Tim Bridger

Leading the property team ensuring that our homes are safe and fit for the future.



Asset Manager
Elly Weale

Responsible for driving the Asset Management Strategy for the whole of the charity. Elly ensures that our homes and buildings are fit for the future. Elly is also responsible for our Response and Voids Maintenance teams.



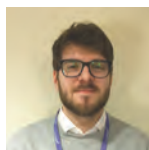
Customer Experience Manager
Bibek Bhaker

Responsible for providing a 'one stop shop' customer service. Bibek provides rent advice, lettings and allocations, arrears and receiving and planning works.



Compliance Manager
Adam Parker

Responsible for all areas of property compliance for the organisation along with the Health and Safety for Brunelcare.



Compliance Administrator
Zack Micic

To support Adam to ensure that our compliance is up to date and that we have evidence to support this.



Health and Safety Advisor
Barry Miller

Reporting to our Compliance Manager, Barry is responsible for the health and safety of Brunelcare.



Contract Surveyor
Dean Finch

Reporting to the Asset Manager, Dean is responsible for ensuring our major works programmes are run correctly and efficiently and dealing with reactive works.



Asset Surveyor
Mark Watson

Reporting to the Asset Manager, Mark is responsible for the building surveys and producing asset appraisals of our stock.



Project Manager
Dave Morgan

Dave is responsible for the Fire Door replacement programme we are undertaking over the course of the next six-months.



Voids Supervisor
Roy Jones

Responsible for the voids team ensuring our properties are ready for new occupation.



Response Supervisor
Neill Vile

Responsible for our response maintenance team, ensuring we carry out our repairs in a timely manner.

Tidy Sites

We are finding an increase in the amount of rubbish and old furniture being left on our sites. Our maintenance team can pick up some items but we are charged to dispose of them. There is a recharge of approximately £40 for us to collect the items.

Bristol City Council also collect large rubbish items and charge £25 for up to three items, and £50 for four to six items, they can be contacted on **0117 922 2100** to arrange a collection.

If your item can be recycled and given to a much needed charity then please contact:

British Heart Foundation can be contacted on **0808 250 0030**

The SOFA project can also collect items and can be contacted on **0117 954 7800**

Please DO NOT leave your items outside on our sites without arranging a collection

Care Homes Update

An incredibly busy and exciting year across our group of homes in 2019. Stuart Wright joined us as our Dementia Care Lead in February and Austin Mangoba became our Head of Clinical Excellence in September 2019.

Deerhurst



Deerhurst maintained both their 'Outstanding' CQC rating and their Dementia Care Matters Level 1 Butterfly Accreditation. Amazing achievements as being able to sustain excellence is a massive challenge and doing so is testament to the hard work and

dedication of each and every member of the team. Clive, our long standing and phenomenal volunteer, continues to do so much at Deerhurst after 21 years there. It feels impossible to capture absolutely all that Clive does, simply put, everybody needs a Clive!!

Robinson House



At Robinson House, Joy White stepped aside from

her Registered Managers role to take up a part time Relief Home Manager and Quality Assurance Support position. Whilst at Robinson, Joy led the team to successfully gain their Dementia Care Matters Butterfly accreditation and also Gold Standards Framework End of Life Care quality mark. Paulett Mills then joined us as the new Manager of the home and was joined by Kinlay Burns (pictured) in the Deputy Manager position, so a whole new management team in the home. Robinson House are also working in partnership with City of Bristol College offering placements to students with Learning Difficulties who are needing work experience. We have eight students working in catering, housekeeping, homemaking and administration alongside colleagues in the home and mentors from the college.

Saffron Gardens



Saffron Gardens continue to have amazing community activities such as Jamaica day with a local gospel choir coming to the home to sing with the residents. A resident and relative picnic also took place and this was an opportunity for Francis DeVilla to introduce himself as the new Registered Manager of the home. Saffron's Wellbeing Team continue to do a fantastic job and a recent trip to the Hippodrome to see the Lion King was enjoyed by all.

Glastonbury



Glastonbury Care Home continues to be a fundamental part of the Glastonbury Dementia Action Alliance. Meetings are held in the home so that the local community are invited in making it a 'hub' for this important group.

Glastonbury has lots of decoration going on in the home! The decorations are to make the corridors in particular areas of interest for people as they walk around the home.

Little Heath



Little Heath is our newest site due for completion Spring 2020, with 64 Care and Support and 24 Reablement beds, it will provide a much needed resource to the Cadbury Heath area. We are delighted to be working in partnership with local GP practice, Cadbury Heath Healthcare, who will have two consulting rooms in use throughout the week in the Reablement and Support side of the building. Marius Popescu will be the first Care Home Manager at Little Heath.



Little Heath

is gearing up to open Spring 2020

Little Heath Care Home and Reablement centre is very near completion and is set to open its doors to residents in Spring 2020. The build, that commenced early 2018, is a new purpose built care home that will host 64 beautifully designed rooms across two floors.

The home will cater to the needs of residents by hosting large communal lounges, garden terraces and quiet spaces. The reablement centre will house 24 comfortable rooms which will be open to members of the public trying to get back on their feet after a hospital stay before returning home.

The Little Heath site will also house two GP Consulting rooms through its partnership with Cadbury Heath Healthcare, the

local surgery. The Care Home will have a full time GP and Nurse available for residents, employees and the local community to use.

Little Heath will play host to an on site hairdressers and mini convenience shop that will be open every day for the residents to use, all specially designed to resemble a neighbourhood high street.



Marius Popescu, the new Care Home Manager has been with Brunelcare for six-months and will be based at Little Heath from its opening in Spring 2020. Marius

has 11-years experience in the care sector and has previously worked for Barchester and Cedar Care Homes.

Marius said:

"I'm very excited for the opening of Little Heath, it's been a long time coming and I'm looking forward to working with new Brunelcare employees and meeting the new residents. Little Heath is a huge step for Brunelcare and a very exciting opportunity for the charity."

In November 2019, Brunelcare hosted a recruitment event for new starters at Little Heath. **The event was a huge success with over 200 people registering their interest** in working at the care home.

Community Service Update



Waverley Gardens

Waverley celebrated a decade in care in September 2019, a huge milestone for the Extra Care Housing Site. Tenants and employees attended the annual carol concert, went for a lovely Christmas meal at the Stag and Hounds pub and had a mince pie and mulled wine

evening. Waverley gardens is currently building a new 62-bed extension to the existing site which is due to open in Spring 2020. Waverley Gardens have also hosted a recruitment event which took place in January for carers to work in its new extension.



South Gloucestershire

In South Gloucestershire, with donations from Head Office, Deerhurst and care colleagues, 26 Christmas hampers were made up and delivered by our colleagues to some of our clients who were likely to be alone this Christmas. There were enough items left over to make a donation to a homeless shelter in Bristol. The Christmas hampers were so successful, planning has already started for Christmas 2020. South Gloucestershire will also host a recruitment event in Warmley Community Centre in February to recruit community carers.



Somerset

Somerset has been busy! They saw three customer Christmas parties, one for each cluster with Brunelcare's Somerset colleagues pulling out all the stops to ensure a good time was had by all. Christmas raffles were held and children from the local school and preschool attended to sing

carols. There was also live music from a local Ukulele Club and a local singer! A huge thank you to all who helped out on the day. Somerset also hosted a recruitment event in November 2019 in Burnham-on-Sea in a bid to recruit new community carers.

Community Service Update



Colliers Gardens

Colliers Gardens' Bristol meets the world food project has finally come to an end after two-years. There will be a final foodie celebration taking place March 2020 at Cabot Circus to round up the fantastic event. Colliers has also put on jewellery parties giving tenants the opportunity of purchasing

last minute Christmas gifts and finally we had a mother and toddler Christmas party with special appearance by the big man in the red suit. We've also been on a trip to Whitehall Garden Centre and had a fantastic New Years Eve party with buffet and fireworks.



Woodland Court

During December 2019 in Woodland Court, residents attended the carol service, the Colliers Gardens Chinese celebration afternoon, a Christmas quiz and a residents Christmas party, alongside its usual coffee mornings.

The Salvation Army provided entertainment on Friday 17 December 2019 and a New Year's Eve party was organised by residents.



ABC

The ABC Centre has had an incredible couple of months thanks to Fran Clark, the resident 'Fran-ta Clause' being in the press 16-times for her charity shoe boxes efforts. We wanted to say a huge thank you to Fran for all her help! ABC Centre has also put on numerous coffee mornings for

the tenants, raffles and bingo events which have been a huge success. We also wanted to say thank you to the employees at ABC Centre who pulled out all the stops to put on a magnificent performance of Snow White and the Seven Dwarfs at very short notice. It was fantastic!



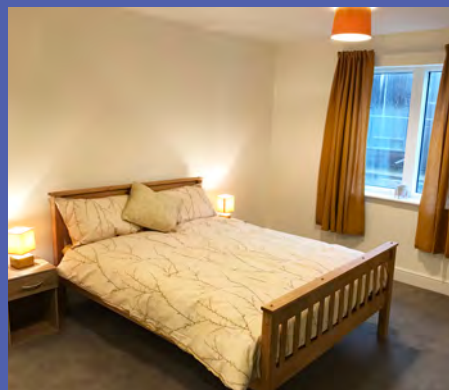
WAVERLEY GARDENS

is expanding

Waverley Gardens, our Extra Care Housing scheme located in Bishopsworth haven't only celebrated their 10th birthday at the end of last year, but the site is now celebrating a brand new extension to the scheme that will open this Spring!

First opened in September 2009 with 66 purpose built, self-contained apartments, the site will now house an additional 62 apartments with 10 of these being made exclusively available for shared ownership.

The scheme's award winning design includes a number of communal spaces, multiple shared gardens and a secure community feel. Other shared facilities include: a communal lounge, restaurant open for breakfast and lunch seven days a week, a hair salon, parking and onsite maintenance.



"We are very excited to finally unveil the 62 new apartments that started development in 2018." - Laura Oliver



Laura Oliver was appointed Centre Manager in October 2019.

She has eight- years of experience in community care starting her career as a Reablement Worker with Brunelcare December 2011, then progressing to Team Leader and then Operations Manager in 2016. Laura landed the role as Centre Manager at Waverley Gardens late last year.

Laura Oliver said: "We are very excited to finally unveil the 62 new apartments that started development in 2018. The apartments are beautifully designed and encourage independent living, something we're very passionate about. We're excited to welcome new tenants and new employees into Waverley Gardens. I have every faith that we will continue our high quality of care and support, and that we will make a difference to those who need it. Here at Waverley Gardens we are a community, and we are looking forward to welcoming new members to our family."

Colliers Celebration Event

In December 2019 we held a Chinese-inspired celebration at Colliers Gardens as part of our 2-year Food & Nutrition Project: Bristol Meets the World.

In partnership with Bristol Ageing Better and Bristol & Avon Chinese Women's Group, Brunelcare have held monthly food classes since 2017 to introduce our tenants to cuisines from different cultures. Our Chinese celebration event



saw a great performance from a traditional Chinese opera singer, Chinese cookery demonstrations and jewellery making workshops. Tenants were given the opportunity to try a range of different food and take pictures



with the opera singer following her performance. Our final food and nutrition class will take place on Tuesday 25 February, where we will conclude our Bristol Meets the World project.

Tenant Awards Celebration

In November 2019 we held our annual Tenants Event to celebrate tenants' contributions to our three yearly competitions: Brunelcare in Bloom, the Tenants Photography

Competition, and the Tenants Community Award.

We welcomed 24 guests to the event, rewarding our competition winners with certificates and prizes. Following a welcome and

introduction from our CEO Oona, and a Housing and Property update from Emma Palmer-Givan and Bibek Bhaker, tenants received their awards and celebrated with a selection of tea and cake.



Tenant Photography Competition winners:

A day in the life:

1st - Sally Frampton

Sports and games:

1st - Eric Ellis

Wildlife:

1st - Janice Channing

Celebration:

1st - Roger Frampton



Brunelcare in Bloom winners:

Best edible garden:

1st - Chestnut Close

Best container garden:

1st - Emmanuel Court

Best wildlife garden:

1st - Eglin Croft

Best community garden:

1st - Colliers Gardens



Tenant Community Awards winners:

Outstanding neighbour:

1st - Aubrey Lancaster (Sycamore Court) & Patricia Brown (St Michaels Close)

Outstanding member of staff:

1st - Lucy Lawlor

9 questions

with Michelle Boden, *Saffron Gardens Receptionist*

1 What do you do at Brunelcare?

I am one of the Head Office Receptionists.

2 How long have you worked for Brunelcare?

I started working for Brunelcare June 2019.

3 What does a regular day at work look like for you?

I open the shop, deliver the post and the newspapers, answer the phones, welcome visitors, help residents and keep the car park clear for visitors. Sometimes I can be a shoulder to cry on and an ear to listen.

4 What are your favourite things to do outside of work?

Top of the list is spending time with my children. I have a huge family and love spending time with them all. I love to knit and make cakes, and I always enjoy going out for lunch with the girlies and going shopping.

5 If you could have dinner with anyone famous who would it be?

John Lennon. I think it would be amazing to meet him. I have so many questions I would love to ask him.

6 What is the most fun thing you've been involved in during your time here?

Dressing as Grotbags on halloween. I spent the day laughing, with everyone laughing at me.



7 If you could have any superpower, what would you choose?

I'd love to have healing powers so I can make everyone at Brunelcare well again!

8 What is your favourite thing about working at Brunelcare?

The kindness culture. I have never worked in such a kind place in all my life. My line manager is awesome, so supportive and kind. I just love working here.

9 Can you tell us a fun fact about yourself?

I am a family history nerd. I have 92% Irish DNA and I can trace my family back to the 1400s in England and Ireland. One of the nails in Corn Street (a nail is a round-topped pedestal which was used by merchants when closing a sale - they're a historical part of Bristol.) was donated to the city by my 12x great uncle Robert Kitchen, Mayor and first Sheriff of Bristol.

Chocolate self-saucing pudding

INGREDIENTS:

Recipe from BBC Good Food

- 175g / 6oz unsalted butter
- 300g / 10½ oz soft light brown sugar
- 3 large free-range eggs, beaten
- 1tsp vanilla extract
- 175g / 6oz plain flour
- 40g / 1¾ oz cocoa powder
- 1tsp bicarbonate of soda
- Pinch of salt
- 3tbsp milk
- Icing sugar, for dusting
- Double cream, to serve

METHOD:

1. Preheat the oven to 170C/150C Fan/Gas 3. Grease the inside of an oven proof dish with a little butter and set aside. Cream the measured butter

with 225g/8oz of the soft light brown sugar until pale and light, scraping down the sides of the bowl with a rubber spatula from time to time.

2. Gradually add the beaten eggs, mixing well between each addition and then add the vanilla extract and mix again to combine. Sift the flour, 40g/1¾oz cocoa, bicarbonate of soda and a pinch of salt into the mixture and mix again until just combined.

3. Add the milk and mix again until smooth. Spoon the mixture into the prepared dish and level with the back of a spoon. In a small bowl mix together the remaining 75g/2½oz soft light brown sugar, 2 tablespoons of cocoa powder and

6 tablespoons hot water. Spoon this chocolatey syrup over the chocolate sponge mixture and place the dish in a large, deep roasting tin.

4. Boil the kettle and pour boiling water into the tin, around the dish so that the water comes halfway up the sides of the dish. Carefully slide the roasting tin into the oven on the middle shelf. Bake for about 45 minutes, or until the pudding is well-risen, the top is nicely cracked and a skewer inserted into the middle of the pudding comes out with a moist crumb.

5. Dust with icing sugar and serve immediately with double cream.

SEVEN PUZZLES

Sudoku

	9	6		4			3	
	5	7	8	2				
1			9			5		
		9		1				8
5								2
4				9		6		
		4			3			1
				7	9	2	6	
	2			5		9	8	

Word Search

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

ANSWERS

4	8	9	1	5	6	3	2	7
3	9	2	6	7	4	5	1	8
1	5	7	3	8	2	4	9	6
5	1	6	8	9	3	2	4	7
2	6	3	4	6	7	1	8	5
8	7	4	2	1	5	6	3	9
6	2	5	7	3	6	8	4	1
9	4	1	6	2	8	7	5	3
7	3	8	5	1	4	9	6	2

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

Can you find these words?

Woolly
Hat
Snowing
Snowman
Fireplace

Ice
Windy
Blankets
Dark
Forest

Coats
Mittens
Cold
Gloves



Day in the life of..

Brenda Moxham, Activities Coordinator at Glastonbury Care Home

Brenda Moxham works at Glastonbury Care Home as an Activities Coordinator. Having worked at Brunelcare for 18-years, she has taken on a variety of different roles such as a Carer, Trainer and Colleague Voice Rep. She now works with fellow Activities Coordinator Janet Smythe to arrange fun activities for the residents.

Day in the life

On a normal 8am till 5pm shift week, I come into Glastonbury Care Home just before 8am. I say goodbye to the night staff before they leave for the day and offer to make tea for

everyone on a handover. After this, it's my favourite part of the day, I go and say good morning to each and every person in the home. I like to make sure I see everybody individually, I think

it's nice to have a good catch up and to check if they need anything in particular from me or any of the carers. This takes me a good few hours most mornings but I love it!

Breakfast

When breakfast time comes around I help the team prepare. I love sitting with the residents and having breakfast with them, enjoying eggs, toast or a bacon sandwich while we have a nice chat. I usually start doing some admin work just after breakfast, this could take me around an hour to complete, things such as answering emails, updating the activity sheet and answering the telephone. Afterwards I get straight back to spending time with the residents, either taking part in an activity, such as bingo, painting, drawing or cooking or just sitting down with a cup of tea and having a chat. We usually do lots of activities in the week, they can range from baking with residents in the home, to organising a fun trip out, or taking

part in our Tai chi classes on Wednesdays. It's always jam-packed, and we have fortnightly meetings to make sure our diary is constantly full of fun ideas! No idea is a bad one at Glastonbury!

Lunch

At lunch time I help the team to make sure everyone gets a meal on time and enjoys their lunch. We all get involved - Janet and I like to ensure everything runs as smoothly as possible, and sometimes the housekeepers even stop to help. After the lunch time rush. I'll bring arts and crafts to their rooms on my art trolley or give them tea and cake. Some residents love being outdoors, so I'll go outside with them to look at the garden. I make and update photo activity profiles for

every individual so relatives can see how much fun they've been having, and it's great to look back on all the activities we have done!

Dinner

We have high tea in the afternoon; I lay out trays with flowers and posh china mugs and everyone enjoys it. Some residents only drink with beakers, but when I bring the trolley around they can't resist enjoying a nice cup of tea. Our activities often last until the end of the day, so I make sure to say goodbye to everyone before I leave and make sure our stations and workrooms are cleared up before the night carers start their shifts. I head home at around 5pm to relax with a nice cup of tea. I'm always raring to get back into the swing of things the next day!



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