

brunelcare 

SUMMER 2022

grapevine

NEWSLETTER



What's Inside



Brunelcare in Bloom 2022

The results are in for the three categories

Jubilee Celebrations

Showcasing all the fun over the sun-soaked weekend



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New ways to help support those who need it

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What you need to know in your area



Brunelcare in Bloom

The results are in! Thank you to everyone who took part

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Welcome to Grapevine



These last few weeks have really demonstrated to us all how quickly the landscape is changing with regard to the cost of living crisis and how concerned we all are as to how we will navigate the months ahead. I talk more about this on pages 4 and 5.

I have been really encouraged by the response we have had from

our customers who volunteered their time to get involved with recent project groups to discuss our Carbon Net Zero initiative and our plans for this years annual report. This all forms part of the legacy of the Together with Customers project, which after 12 months of collaboration with our customers, we successfully launched in August. You can read more about this on page 3.

I would also like to thank those customers who, despite all of these challenges we are currently facing, have still managed to spread some cheer this summer. All of your Jubilee celebrations looked fantastic. We received so many photographs and we are pleased to be able to share a few on page 6.

This issue also celebrates the winners of our annual Brunelcare in Bloom competition. Congratulations to all the winners and a huge thank you to all of those who entered this year. You can see the winning sites on page 7.

I hope that you find this issue of Grapevine informative, reassuring and supportive. Should you have any concerns, please do not hesitate to get in touch with us.

Take care

Oona Goldsworthy
CEO at Brunelcare

Together with Customers

Throughout 2021-2022, Brunelcare has been working closely with our customers to develop the Together with Customers Charter, which aims to embed a culture that values the voice and experience of our customers and strengthens the relationship that Brunelcare has with you.

The Charter has been developed following a series of meetings and events which have taken place with customers who volunteered to be a part of our Customer Advisory Groups for each of the Brunelcare services. We would like to extend a huge thank you to all involved in shaping this Charter. Your feedback and honesty have helped shape the Charter, demonstrating Brunelcare's commitment to putting our customers at the centre of its values, culture and ethos.

We will maximise the opportunities available to you for consultation, participation and engagement, enabling our customers to influence and shape the services you use and the delivery of these services.

We will be providing you with a range of ways to easily engage with Brunelcare on the issues that matter to you and support you in feeling empowered to challenge and hold Brunelcare to account.

Brunelcare Together with Customers Charter Commitments:

Relationships Our relationships with our customers will be based on openness, honesty and transparency.

Communication Customers will receive clear, accessible and timely communication on the issues that matter to them, including information about where they live, how the charity is run, and how we are improving our services.

Voice and influence We will seek and value the views of customers, and we will use this information to inform the decisions we make. Every customer will feel listened to on the issues that matter to them.

Accountability Customers will work in partnership with Brunelcare to scrutinise and hold us to account for the decisions we make that affect the quality of the services they receive.

Quality Customers can expect the services they receive to be good quality, safe and well managed. Services will be delivered in a person-centred way, and customers will always be treated with respect.

When things go wrong Brunelcare recognises that things can go wrong. When they do, our customers can expect a simple and accessible way to raise any issues they have and will receive timely advice and support to resolve them.

Strengthening our relationships with our customers

Look out for your copy of the Together with Customers Charter in the post.

We have already started to involve our customers in various projects to help reinforce our commitments within our Charter, including involvement in the Brunelcare Financial Support Fund and Brand Awareness Campaign and feedback on the cost of living crisis.

In mid-August, we held our first Net-Zero Customer Group, helping us plan for the future and help shape what our services will look like moving forward. We also had our first Customer Scrutiny Group where our customers provided us with feedback on what this year's annual report could look like, and future meetings will look at other key Brunelcare policies and services.

FURTHER INFORMATION

For more information and ways to get involved, please visit our website: brunelcare.org.uk/together-with-customers

You can also get in touch via email: together@brunelcare.org.uk or call us on 07557 568565

Cost of living CRISIS

*Oona's
thoughts*



Unlike covid, there's no vaccination for the cost of living crisis.

We at Brunelcare are not immune to the soaring energy bills and inflated prices on goods and services that the UK is facing.

You will have heard about the dramatic energy price increases in the media. During the hottest days in August, we had to sign a new contract with our energy supplier which is 400% above last year. This is genuinely shocking. As a charity, any profits we make go back into our services so that we can provide the housing and care needed for our customers. But the scale of the increase is so large that we do not have the means to subsidise energy costs for everyone, colleagues included, through this crisis.

Brunelcare has to buy energy on behalf of most of our residents

on the wholesale market, which means there is no protection or cap for our customers. We think this is unfair and we are urging the Government to provide financial support to our customers urgently.

We know we are not alone in this, and over 200,000 residents living in sheltered and supported homes across the UK will be in the same position. We, alongside the National Housing Federation and National Care Forum, are calling on the government to provide the same protection as residents who pay their own energy costs.

In the meantime, we have put together a plan for this winter to ensure that people can stay warm. We'll support residents with simple ways to reduce your energy usage and help with financial support and access to benefits.

Please lobby your local MP. Only by making a lot of noise about this will we get the change to happen.

Brunelcare is here to help and support you as best we can. We will update you regularly and have a dedicated page on our website brunelcare.org.uk/cost-of-living-help about the Cost of Living. We will also be talking about this at the quarterly site meetings and will write to you once we have more details about the exact energy costs.

Please do not suffer in silence, this is something that the whole country is experiencing, and it is only by supporting each other that we will get through this.

Oona Goldsworthy
CEO at Brunelcare

Cost of living SUPPORT

We understand that the rising cost of living will be tough to navigate over the coming months and are doing everything possible to help our customers and our colleagues at Brunelcare.

Our teams are regularly being updated with new ways to help support those who need it, and this information can be found on our website, or you can contact our customer service team for advice on 0117 914 4257.

Government cost of living payments

The Government is providing £37 billion this year to help households combat the rising cost of living. Including these cost of living payments by:

- £650 one-off Cost of Living Payment for those on means-tested benefits, which will be paid directly into bank accounts.

- One-off £300 Pensioner Cost of Living Payment.
- £150 Disability Cost of Living Payment.
- £150 rebate in Council tax.

You do not need to apply for Cost of Living payments. If you are eligible, they will be paid automatically in the same way that you usually receive their benefit or tax credits.

Find out more about how you can get help with your bills from the government by visiting costoflivingsupport.campaign.gov.uk/help-with-your-bills/



Pension credit

You may be eligible for pension credit, even if you own a home or have savings. Find out more at: www.gov.uk/pension-credit

Here are some helpful support schemes that you can get in touch with:

Contact **Talking Money** for advice, support and information.

www.talkingmoney.org.uk
0117 954 3990

Bristol's Support Hub for Older People comprises over 37 organisations working together, offering practical, emotional and social support via their helpline on: **0117 929 7537**

Citizens Advice also provide support and guidance on grants and benefits. www.citizensadvice.org.uk
0808 278 7957

Apply to **Bristol City Council** for an emergency payment or household goods. www.bristol.gov.uk/benefits-financial-help
0117 922 2000.



Jubilee Celebrations!

Brunelcare celebrated in style for June's Jubilee weekend! Our sheltered Housing customers and Extra Care Housing sites looked like they had lots of fun over the sun-soaked weekend!



BRUNELCARE IN BLOOM

THE RESULTS

The results are in, and we are happy to share with you the winners of this year's annual Brunelcare in Bloom Competition.

The judging day occurred on Tuesday 28th June, and the rain stayed away! We had 13 sites entered this year, and we would like to extend a huge thank you to all who participated. We know how much time and effort goes into making your gardens look beautiful, not just for the competition but all year round. We would also like to thank Landscape Services who helped to judge some of the sites on the day.

We received entries from:

- Linden Close
- Woodland Close
- Colliers Gardens
- Sycamore Court
- Whitebeam Court
- Waverley Gardens
- Spinney Croft
- Maple Close
- Blagdon Close
- Hanbury Court
- Emmanuel Court
- Westminster Court
- Garden Close

Our sites could enter three categories this year; Container Garden, Edible Garden and Jubilee Garden. We are pleased to announce our winners as follows:

CONTAINER GARDEN

WINNER: Sycamore Court

2ND PLACE: Emmanuel Court

3RD PLACE: Maple Close

EDIBLE GARDEN

WINNER: Emmanuel Court

2ND PLACE: Maple Close

3RD PLACE: Colliers Gardens

JUBILEE GARDEN

WINNER: Woodland Close

2ND PLACE: Garden Close

3RD PLACE: Spinney Croft and Blagdon Close

WINNERS

Each first prize wins a **£25 Love2Shop** voucher.

GET INVOLVED

Would you like to get involved with our Brunelcare in Bloom competition in 2023? Perhaps you would like to have a say on what categories to include, take part in judging or provide fellow gardeners with some hints and tips ahead of the day.

Please visit our website:
brunelcare.org.uk/contact-us

Email:
hello@brunelcare.org.uk

Call:
0117 914 4200



Housing and Property Update

Planned works

Brunelcare has been working in partnership with Ian Williams, one of the UK's largest property services companies, to ensure our homes are decent and fit for the future.

Ian Williams has been contracted on behalf of Brunelcare to install kitchens, replace night storage heaters and upgrade smoke detectors across our properties most in need of an upgrade.

The Ian Williams team will continue to work through this year's programme adhering to the following schedule:

- **Kitchens** - Seven working days
- **Heating** - Half a day
- **Smoke Detectors** - Two hours

We have been working closely with Ian Williams to learn lessons from last year's programme and continually improve the service delivered to our customers.

What to expect next?

In all cases, your home will be surveyed by Ian Williams, and if required, an asbestos surveyor will be part of the survey. A Resident Liaison Officer will issue you an information pack, including helpful phone numbers.

Social Housing Decarbonisation Fund

In the last Grapevine edition, we shared the news that Ambue, a technology company giving you the information you need to make your home energy efficient, had been appointed to assess the efficiency of three of our sheltered sites. This was to build our property intelligence and consider retrofit energy efficiency measures we could apply to your homes.

With this information, we will meet the minimum energy efficiency standard of EPC C by 2030 and our further journey to carbon neutrality by 2050. This could include a combination of:

- External Insulation
- Quantum storage heaters
- Alternative energy generation, such as photovoltaics and ground source or air source heat pumps

- Infrared heating
- Replacement doors and windows
- Mechanical ventilation

We will be applying for the Social Housing Decarbonisation Fund in Autumn 2022 to help fund some of these measures and will keep you informed of our progress.



Ring doorbells

Did you know that a 45-year-old man from Oxfordshire could be forced to pay his neighbour £100,000 after a judge ruled his Amazon-owned Ring smart doorbell, which included a microphone and built-in camera, broke data laws and breached privacy? Ring has advised device owners to respect their

neighbour's privacy and ensure people know they are being filmed by putting Ring stickers on their doors and windows.

We have noticed an increase in residents installing ring doorbells or personal CCTV cameras (DB). We wanted to draw your attention to the implications and 'cons' of installing a Ring doorbell.

Firstly, a Ring doorbell needs a strong WIFI connection to work successfully. Secondly, they're expensive, and the 'cheaper'

models come with poor quality video and sound. Finally, Ring doorbells have a poor battery life meaning batteries in the devices regularly need to be changed.

If you are keen to purchase or are in the process of buying a Ring doorbell, please speak to a member of our site-based team who may be able to advise you on Ring doorbells.

Housing and Property Update

Quarterly Site Meeting outcomes

We have been busy visiting our Brunelcare sites and participating in the Quarterly Site Meetings (QSM). The meetings' purpose is to gather our customers' feedback, so we effectively action your thoughts, opinions and suggestions in the best possible way.

Customer issues that arose from the most recent Quarterly Site Meetings:

YOU SAID WE DID

YOU SAID:

You weren't happy with the quality of your gardens and asked what could be done to help improve the landscaping.

WE DID:

We have been in touch with our landscaping contractors to look at how we can improve this service at your sites and hope you will start seeing these changes and improvements soon.

YOU SAID:

You were unhappy with the cleanliness of your windows.

WE DID:

We have been in touch with our Window Cleaning contractors and informed them that our customers are not happy with the cleanliness of their windows. We hope to start seeing some improvements soon.

YOU SAID:

You were unhappy with the 'dumping of rubbish' across some sites.

WE DID:

We have arranged collections of all 'dumped rubbish' from across our Brunelcare sites, and we can arrange collection of dumped rubbish via our repairs team if this becomes a problem again. We will continue encouraging customers to use the Bristol City Council Bulky Waste collection for larger items.

YOU SAID:

You have issues with parking on your site and wanted a practical solution.

WE DID:

We have a special, dedicated parking article on page 12 in this edition of Grapevine. Please refer to our parking article for the latest information and parking updates relating to the issue.

YOU SAID:

You were struggling with laundry slots and informed us the laundry rooms are sometimes messy.

WE DID:

We have a dedicated laundry article available in this edition of Grapevine. The article can be found on page 11. Please refer to our latest laundry article for the latest news and information across our Brunelcare sites.

How customers can get involved - onboarding campaign

Our Together with Customers Strategy details Brunelcare's commitment to putting our customers at the centre of its values, culture and ethos.

We want to maximise the opportunities we give you for consultation, participation and engagement, enabling you to influence and shape the services you use and their delivery.

We want to invite you to join our group of involved customers. Perhaps you would like to review key policies and services in our Customer Scrutiny Group. Maybe you have a passion for making a difference within our Net Zero Group, or perhaps you would like to get involved in writing or contributing to publications you read, such as Grapevine.

If you would like to get involved, please get in touch:

Visit our website:

www.brunelcare.org.uk

Email:

together@brunelcare.org.uk

Call us:

07557 568565



It's wonderful to see so many customers preparing food for others, whether it's a lunch club, afternoon tea or Christmas meals.

It shows so much community spirit. Given all that's happened over the last 2 years, we can all do with a bit more of that!

But, did you know that there are some rules and guidance on preparing food for others? These are in place to keep you and others safe and well.

FOOD REGISTRATION FORM

Suppose you do host a breakfast/lunch club or food-related activity in communal kitchen areas. In

that case, the people making the food must ensure they have completed a food registration form. This triggers an inspection from Bristol City Council's environmental health team.

FOOD HYGIENE CERTIFICATE

It is a legal requirement for those preparing the food to have undertaken a food hygiene certificate. You need to do this, and it's recommended it's renewed every three years.

SAFETY MANAGEMENT PLAN & ALLERGY AWARENESS

A written food safety management plan must be in place, and free training is available to be aware of any allergies and how they can affect people.

CHARGING FOR FOOD

If you are charging for food, you must be able to show where the money is being kept and show full bank account details upon request. If you receive a donation from a charity to provide cooked meals like Christmas lunch, they also have a right to audit your accounts to see how their money has been used.

FURTHER INFORMATION

Please contact your area site manager if you require further information on preparing food for others.

SPRING EDITION correction & apology

SORRY FOR ANY INCONVENIENCE



Lucy Sweet

Housing Support Worker



Denise Fellows

Senior Housing Support Worker

This is Lucy Sweet - Senior Housing Support Worker and this is Denise Fellows - Senior Housing Support Worker.

Their photographs, names and job titles were printed incorrectly in the Spring Edition of Grapevine.



We are currently reviewing the laundry equipment contracts to provide the best value and service to all customers and will keep you updated and consult with you once we know more.

Brunelcare would like to remind all customers that:

- The laundry is available for the use of customers' laundry only. Washing of family and friends' laundry is not permitted under any circumstances.
- Customers must keep to the arranged time slots (if applicable) on the rota and

not infringe on other customers' allotted times. Please be respectful of customers' time slots and be respectful to each other when using the laundry room.

- A customer's laundry times can be changed through discussion with a member of the Brunelcare team. If you feel that the time allocation for you is not adequate due to medical issues (we would require evidence of this), please discuss this with the staff team, as we will be happy to increase your time slots accordingly.
- Customers must remember that the laundry is for all, so they must not use it inappropriately or excessively.

- All machines and the laundry room need to be left in a clean condition. **The tumble dryer machines need to have the filters cleaned after every use.** This is a potential fire hazard, so please complete this each time you have used the dryers.
- Aggressive or disrespectful behaviour will not be tolerated and could be deemed anti-social behaviour, therefore a breach of your tenancy agreement.
- Customers must not use more than one machine at a time if it is likely to cause issues for the other customers' time slots.

Housing and Property Update



Parking on sites seems to be becoming more of a challenge due to the size of our car parks and the increased number of customers owning a vehicle.

Parking is minimal on all sites. Everyone must adhere to the parking guidance as follows:

- Temporary parking of customers' visitors, Brunelcare staff, and contractors are permitted where there is:
 - Sufficient parking space available
 - No suitable alternative parking provision nearby
- Parking spaces are usually limited and are therefore allocated on a first-come, first-served basis.
- In certain circumstances, the provision of parking

(for example, in a carport or garage) will attract a charge from Brunelcare.

- Not to keep any other vehicle, lorry, caravan or boat at the Premises without the written permission of Brunelcare.
- Brunelcare requests that customers and visitors park considerately and refrain from parking over designated ambulance bays or other yellow marked areas.
- Where parking is limited, only one parking space can be used by each household, except with Brunelcare's written consent. This consent can be withdrawn at any time if site circumstances change.
- All car park users must always respect the access and temporary parking of emergency vehicles.
- No parking or accessible parking space can be reserved or allocated to an individual tenant.

- Please consider the needs of customers with disabilities as they may need to park as close as possible to their homes.
- Any untaxed or un-roadworthy vehicle must be verified as belonging to a customer. We will ask to see the paperwork proving the car is SORN, insured, and proof of ownership. We will give notice of seven days for the paperwork to be produced. Should the relevant documentation not be produced, it could be deemed abandoned.
- Cars are parked at their owner's risk, and Brunelcare will not be held liable for any damage to or theft of parked vehicles on site.
- The maximum speed within Brunelcare car parks is 5MPH.
- To comply with any parking permit scheme in operation at the Premises or in the parking areas around the Premises.

ECH & Woodland Court Update

ABC

We've been busy with a Digital Skills Workshop in partnership with Healthwatch Bristol and Bristol Older People's Forum. The workshop has allowed our tenants to get to grips with

new technology and has made it easier for them to contact their friends and family. The sessions covered how to use your computer, tablet or phone to email, video-call, and better manage your health.

Woodland Court

Some of our lovely residents went to see Mamma Mia at the Bristol Hippodrome, it was a spectacular evening, and everyone had such fun! We are looking forward to another exciting outing soon!

Also on Saturday 10th September, we held a very successful open day at Woodland Court to promote two of our apartments which are currently for sale.

Colliers Gardens

Over the summer months, Colliers Gardens have enjoyed some wonderful events. The sun shone brightly for our wonderful BBQ lunch in July, we were very lucky and the tenants had a fabulous time.

In August we held our Summer Fete. It was such a fantastic day and we raised a handsome sum for Colliers Gardens. A huge thank you to everyone involved!

We wanted to welcome our new volunteer, Zoe Bloom, who has joined the team at Colliers Gardens to help run our mobile shop! We couldn't have the shop open without Zoe, so a huge

thank you, the tenants love popping down and buying new bits and pieces. Sticking with volunteering, many of our lovely tenants are taking advantage of the befriending service the Volunteering team offers. Our tenants enjoy speaking to their befrienders on the phone, and some have formed fantastic relationships!

We celebrated the Chinese Dragon Boat Festival on Monday 30th May. Our specialist cook from the Chinese Community Wellbeing Service brought traditional food into Colliers Gardens, which all our wonderful tenants enjoyed!

Waverley Gardens

We hosted Waverley Fest in mid-August! It was a fantastic day. We asked our tenants to dress up in their most colourful festival gear and spent the day listening and dancing to live music and eating delicious festival inspired food.

We would like to wish our lovely tenant, Len a very Happy Birthday! He turned 100 in August and we celebrated with a birthday party for Len in the restaurant.

Bristol Old Vic

Waverley Gardens and ABC Centre have both welcomed Bristol Old Vic to their sites over the summer to host two of nine memory workshops taking place across Brunelcare sites this year.

In the workshop, tenants shared their favourite memories of going out and reflected on what

makes a great night out at Bristol Old Vic. These sessions combined object handling of antique items from the Old Vic, such as old programmes and clay pipes, and a discussion over tea and biscuits!

Some incredible stories have been shared during the workshops, and tenants have really enjoyed

getting to reminisce about their memories of going out.

**BRISTOL
OLD VIC**

TENANTS PHOTOGRAPHY COMPETITION

Entries close on
FRIDAY 28 OCTOBER

WIN £25
Love2Shop VOUCHER

Are you ready to put your photography skills to the test with some Summer snaps? Our photography competition is back!

Our photography competition continues to run as an exclusive Grapevine competition, running on a seasonal basis. Each contest contains new

categories to fit that season, and the winner will be announced in the following edition. You will have plenty of chances to get creative!



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.

First place winner from each category will receive a £25 Love2Shop voucher.

Certificates will be awarded to first, second and third place entries.

Entries close on Friday 28 October,

and winners will be announced in the Autumn edition of Grapevine.

ENTRY CRITERIA

- All entries are to be received by Friday 28 October 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

You can email entries to our Marketing and Communications Coordinator, Katy Westaway, at katy.westaway@brunelcare.org.uk Include your full name, site, and contact telephone number. Good luck to all entrants!

Good Luck

TO ALL ENTRANTS TAKING PART!

JAMMY BLACKBERRY & ALMOND CRUMBLE CAKE



INGREDIENTS:

- 225g butter, plus extra for the tin
- 225g golden caster sugar, plus 1 tbsp
- 3 medium eggs
- 275g plain flour
- 2 tsp baking powder
- 50g ground almonds
- 2 tbsp milk
- 1 tsp vanilla or almond extract
- 3 tbsp berry jam of your choice (we used blackcurrant)
- 150g blackberries
- handful of flaked almonds

www.bbcgoodfood.com/recipes/jammy-blackberry-almond-crumble-cake

METHOD:

STEP 1 Heat the oven to 180C/160C fan/gas 4, butter a 20cm square tin and line with baking parchment. Beat 200g of the butter and 200g of the sugar together in a large bowl using an electric whisk until light and fluffy. Beat in the eggs, one at a time, until well combined. When smooth and creamy, add 225g of the flour, the baking powder, almonds, milk and vanilla, and mix to combine.

STEP 2 Scrape the mixture into the tin and level the surface with a spatula. Dot over teaspoons of jam, then scatter over the blackberries, pressing them in gently.

STEP 3 To make the crumble topping, weigh the remaining 25g butter and 25g sugar into a bowl, add the rest of the flour and a pinch of salt. Rub the ingredients together between your fingertips until they are a crumbly consistency. Mix in the flaked almonds, then scatter the crumble over the cake. Scatter with the 1 tbsp caster sugar and bake for 45 mins until a skewer inserted into the middle comes out clean.

STEP 4 If the cake isn't ready, return to the oven for 5-10 mins more, then check again. Leave to cool for at least 20 mins in the tin before slicing and serving.

SUDOKU

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ANSWERS... COVER ME UP

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

WORD SEARCH

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

CAN YOU FIND THESE WORDS?

- SEVENTY
- JUBILEE
- QUEEN
- CELEBRATION
- BUCKINGHAM
- ELIZABETH
- CROWN
- CORGI
- ROYAL
- PLATINUM

Sign up for Brunelcare



Job Alerts

If you're interested in registering for our job alerts, please visit - brunelcare.org.uk/jobalerts

Benefits of working with us...



Flexible working:

We support flexible working wherever possible.



Real Living Wage:

All Brunelcare colleagues are paid at or above the Real Living Wage.



Travel time:

We reimburse our employees for their mileage and also pay for their travel time.



Free DBS and uniform:

We pay for any relevant DBS checks and provide all uniforms and PPE.



Employee Assistance Programme:

Access to a 24/7 confidential helpline service.



Holiday:

We give more than the statutory minimum holiday entitlement.



Training and professional development:

We provide training and continuous professional development.

If you know someone who wants to be part of something more, let us know today!

REFER A FRIEND AND EARN £200

Apply online today and become part of something more

Brunelcare Head Office

Saffron Gardens
Prospect Place
Whitehall
Bristol, BS5 9FF
0117 914 4200
info@brunelcare.org.uk

Housing Customer Services Team:

0117 914 4257

Emergency Maintenance Freephone:

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



INVESTORS IN PEOPLE™
We invest in people Standard

Registered as a charity (201555) and
Regulator of Social Housing (LHO269)

brunelcare