Meet the Staff

Name: Perina Newman
Job title: Sheltered Housing Officer

1. What is your best childhood memory? Winning a roller skating championship with my best friend.
2. Who do you most admire and why? World war heroes. They did so much for us all.
3. If you could travel anywhere, where would you go and why? Alaska. I love the cold and would love to see the wildlife there.
4. If you could be any age for a week what age would you be, and why? I would love to be 18 in the 1960’s for a week, as the music was amazing then.
5. What type of music do you listen to? Soul & Motown music.

Quick fire questions:
• Read on a kindle or paperback book? Book
• Go to the theatre or a cinema? Theatre
• Holiday in Hawaii or Alaska, and why? Alaska as mentioned above
• Travel by plane, train or car? Plane
• Win the lottery or find your perfect job? Win the lottery

Sheltered Tenants
NEWSLETTER
Winter Edition 2017

Welcome to our newsletter for Sheltered Tenants providing you with the latest news about the sheltered housing service.

Care provider for retirement complex

Following a successful tender process, Hampshire County Council has appointed Radis Community Care to provide around-the-clock care to residents at Chesil Lodge Extra Care Scheme.

Radis will provide tailored care packages to customers who require assistance in the scheme on a 24-hour-a-day, seven days-a-week basis.

Radis is an established community-based care and support provider, offering bespoke services tailored to the individual, fitting with Winchester City Council’s ethos of developing a trusting relationship with each and every resident in its Extra Care housing.

Radis Community Care’s Communications Director Mike Padgham, added: “We are delighted to be working in partnership with the council at Chesil Lodge. We are an established family-run care provider and pride ourselves on delivering high quality care to those people we support.

Extra Care is a concept that we truly believe in as a company. It allows people to maintain their independence but to be safe in the knowledge that there are experienced and dedicated Support Workers on hand should they need them. We are looking forward to working with both Winchester City Council, residents and their families to create a facility that empowers residents to lead a fulfilled and happy life.”

Radis was established in 2001 and has grown to become a leading provider of community-based social care and support for vulnerable adults.

We would like to include information about events at individual schemes, if you have anything you would like to be included in future newsletters please send these to the Sheltered Housing Team at Hyde Lodge, Worthy Lane, Winchester SO23 7AB or you can pass these to your Sheltered Housing Officer for inclusion in the next quarterly edition.

Guest rooms are being upgraded

The new price is £15 per night – the guidelines for use of the Guest Rooms is available on the Scheme notice boards.

Security Doors

All Sheltered Housing Schemes are fitted with door entry systems and security doors. Please ensure they are securely closed at all times to maximise security for your scheme.

Heating Upgrades

Are under way for Sheltered Housing Schemes to improve efficiency.

Window Cleaning

As from April this year Sheltered Housing Schemes have been included in the twice yearly window cleaning service which has been phased in over a 6 month period.

Events

External Events
Free Coffee Morning Every Saturday 10am-Noon.
Welcome, Gospel Hall, High Street, Winchester. Come and enjoy free hot and cold refreshments. Voluntary donations welcomed.

Winchester Live at Home Scheme
Local group offering support & friendship to older people living in their own homes (inc. sheltered). Many activities including outings, lunch club, seated exercise, craft, singing for well-being and more. For details contact Lynda Ball 01962 890 995.

Friends Club
Every Tuesday at the Salvation Army Hall, Parchment Street. A friendship club for older persons, 10.30am for coffee, meeting starts at 11am. Entertainment, speakers and activities plus hot 2 course lunch if required, £2.50 per morning. Open to all. For details please contact Lynda Ball 01962 856 279 or 07833 584 481.

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Caterer appointed for Chesil Lodge

Catering Academy have been awarded the contract to provide freshly cooked meals on site for Chesil Lodge following a full tender process.

Chesil Lodge will have a restaurant, the Old Chesil Station, for tenants and the public to enjoy freshly cooked meals 7 days a week using the best locally sourced ingredients. We are keen for this to be a community facility and welcome visitors and guests to use the restaurant.

Older Persons Performance Review Group

Formally Sheltered Housing Scrutiny Group

Earlier this year tenants from the Older Persons Performance Review Group undertook a scrutiny exercise of the Sheltered Housing Service. The group visited every sheltered housing scheme and spoke with tenants about their experiences and expectations of the service following significant changes in April 2015. They spoke to the sheltered housing team, shadowed staff and met with representatives from Hampshire County Council Adult Services Department and Chichester Careline to obtain a clear understanding of services offered to tenants and make recommendations including:

- Key safe checks during the 6 monthly visits by sheltered housing staff - already implemented
- Change the title ‘sheltered housing’ to something more meaningful to tenants - the scrutiny group will be revisiting all schemes next year to discuss views and ideas
- Change the title of the weekly sheltered housing team ‘surgeries’ to something more meaningful to tenants - please give suggestions to your sheltered housing officer
- Provide a leaflet for tenants clearly outlining services provided by the sheltered housing team and how to access other services - to be produced in the new year in liaison with Council officers

The scrutiny group produced a full report of their findings which they presented to the Council’s Cabinet Housing Committee in November. The Committee endorsed the recommendations and have been asked to be kept informed of progress.

Monica Gill, Chairman

Look out for dates when the review group will be visiting your scheme in the New Year

Mildmay Court and Danemark common rooms have now been upgraded

Guidelines for the use of the common rooms is on each Scheme notice board.

Don’t forget NOT to water the plants … ... as Stewarts Interior Landscaping come in on a regular basis.

Work continues to upgrade all of our Sheltered Housing Scheme Communal areas including complete redecoration, new furniture and wide screen televisions. Colour scheme and furniture style is agreed with the tenants of each scheme making them all individual and designed to meet the needs of the tenants living within that scheme.

TENANT CONFERENCE

SATURDAY 24 FEBRUARY 2018
10.00 - 1.30PM GUILDHALL WINCHESTER

Get involved and have your say!

Come and hear about
- Plans for new housing and better services for existing tenants
- Government announcements on housing
- Involvement in “shaping” future housing services

Fun for all the family
- Fun activities, cake decorating and face painting for the children
- Free parking and lunch
- Meet the housing team
- Prizes to be won

We are always keen to hear feedback from our tenants.

“Just wanted to say a big thank you to your team. I have always found you all so helpful and efficient when I have needed to contact you”

“The residents were overwhelmed and surprised at the arrival of the new patio and garden seats, making Hyde Lodge a very attractive place to live”

“The refurbishment of the common room is first class and greatly appreciated by residents. The power-assisted door is a very welcome addition; I would like to add a very special thanks to all the Sheltered Housing staff for their dedicated work”

You are welcome to telephone us on 01962 855335, or email us at shelteredhousing@winchester.gov.uk