

My Home

Sheltered housing newsletter

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Issue 2 | March 2021



WELCOME

A few short months ago when we sent out the first issue of My Home we were just emerging from a Covid 19 national lockdown and the vaccination programme was in its infancy. What's changed? We were plunged back into another lockdown, kept apart from friends and family for many more weeks, left hoping for better and brighter times to come after the winter darkness. The recent Government announcement of a four step plan for lifting lockdown is very welcome.

The big change though is that hope has been made real by the national Covid 19 vaccination programme. The successful and speedy roll-out of vaccinations has given us all a boost. At PCH we are delighted that so many of our sheltered housing residents have taken up the offer of vaccination.

We're also delighted that front line health and social care staff have been offered vaccinations. This means that many of the staff who support you in your home – carers and medical practitioners, and our own Housing with Support Officers, are now vaccinated. We know that the Government's intention is to ensure that older and vulnerable people are kept as safe as possible and we're proud that we're doing our bit to make this happen.

You can read more about the vaccination programme, how we're keeping you safe from Covid 19, and what you can do if you've missed your vaccination slot, in our Top Tips for Covid 19 safety on page 6 and 7.

Thank you for reading My Home, and remember that we love to hear from you! Send your stories, poems, ideas and photos to housingwithsupport@plymouthcommunityhomes.co.uk.

Helen Ryan,
Head of Communities and Housing with Support

Front page photo courtesy of our PCH Photo Club

Do you know a Lockdown Legend?



We would like to hear about the amazing people who have gone the extra mile to support you, your neighbours or your local community.

It could be an individual, community group or charity who you would like to thank and deserve recognition for the help they've given.

You will give your Lockdown Legend the chance to win one of 5 top prizes of £50, or 5 runner's up prizes of £20.

Plymstock resident Sandra Leonard has already nominated her neighbour David Buxton.

David, a professional chef, has been cooking meals for residents at their scheme since the first lockdown. Sandra said: "He made sure elderly people got a cooked meal every day.

"He makes a good beef stew, sausage egg and bacon, shepherd's pie and roast dinners. Everything is fresh and he doesn't ask for a penny.

"He's brilliant. He also does shopping for people. I just felt he was a true legend. He would do anything for anyone."

David said: "Before lockdown, we used to go to a little club and I used to take along pies for us all. That had to close because of Coronavirus, but I decided to keep the cooking and baking going. I enjoy it. It's therapy for me.

"I always do a Sunday roast and cook most other days too. I used to have my own bakery – the girls love my Chelsea buns!"

Dave has about eight 'regulars' he cooks for and even made sure his neighbours had a Christmas dinner if they wanted one.

"It really cheered me up that someone cares"

He said he was touched when he heard he'd been nominated for a Lockdown Legend award by Sandra.

"It really cheered me up that someone cares," he said, "I thought it was a really nice thing to do. I'll keep it going until lockdown finishes."

To nominate your Lockdown Legend, go online to: <https://www.surveymonkey.co.uk/r/R9BZ9M9> and tell us who has supported you or your community by sending us the details below:

- Their name and contact details
- Why are you nominating the above person(s)/group?
- Your name and contact details

The deadline for entries is Friday 19 March. If you would like help completing the form or to nominate someone by phone, please email: communitiesteam@plymouthcommunityhomes.co.uk or phone 0808 230 6500. The winners will be chosen by our management team.

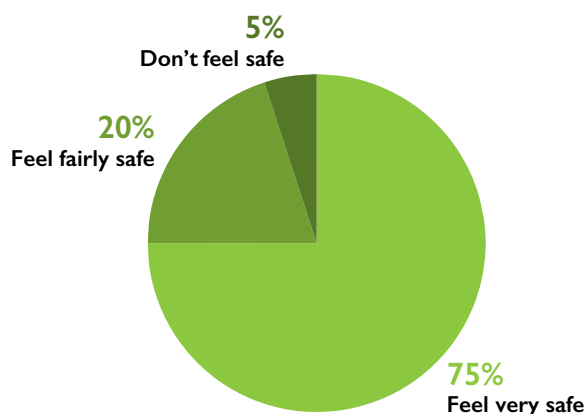
Please check with the person(s) you are nominating to make sure they are happy for their details to be shared with, and to be contacted by, PCH.

How well is PCH performing?

We regularly ask you to complete satisfaction surveys. We use the information you provide to make sure we're delivering a good service, and to make changes if we're getting things wrong. Here's what our satisfaction survey results have shown recently.

We asked 'How safe do you feel in your home?'

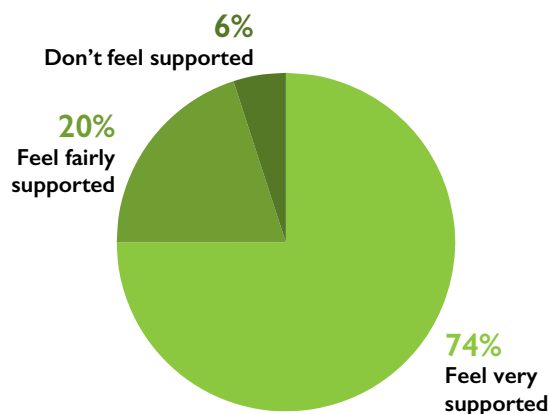
179 tenants responded



When someone tells us they don't feel safe we follow this up to find out why and to help with solutions.

We asked 'Do you feel supported to live independently in your home?'

178 tenants responded



When someone tells us they don't feel supported we follow this up to find out why and to offer more support.

Are you interested in how PCH performs in other services we deliver?

We monitor and keep performance information about everything from repairs to complaints. Would you like to see more? Please email us at housingwithsupport@plymouthcommunityhomes.co.uk or tell your Housing with Support Officer.

Rent statements

It's that time of year when rent and service charge statements are being sent to tenants. Look out for yours and if you have any questions or concerns, please speak to your Housing with Support Officer.

Well done team!

We often receive compliments for our Housing with Support Officers. We get thank you cards and texts, and sometimes letters and calls. Here's a selection of the lovely comments we've received recently:

"Thank you for your support during this tricky year, and to all of the HSOs as well"

"With the Housing with Support Officers ringing me regularly they make me feel less alone, so thank you for this support"

"Thank you once again for your understanding and support this morning, you help me much more than I think you realise!"

WELCOME TO PCH CONNECT

This is our current way of delivering Community Development, Resident Involvement and Resident Learning activities, using a range of online, telephone and video conferencing activities.



ONLINE EVENTS

Alongside our current PCH Connect programme, we'll be running some special virtual sessions/ events including cooking, crafts, storytelling, games and quizzes. You can find out more in our Facebook PCH Social Group or in our Facebook Event group: <https://www.facebook.com/groups/334095574329839>

If you have any ideas for online sessions please get in touch with the Communities Team. We're always keen to hear about new activities we can try out so do get in touch. For more information or to share ideas, contact us on 0808 230 6500, by emailing communitiesteam@plymouthcommunityhomes.co.uk or via post to: Communities Team, Plumer House, Tailyour Road, Plymouth, PL6 5DH.

Some of the community groups we support can also be found online:

Efford Forum/Friends of Efford Marsh: Updates to residents of Efford regarding groups are posted on 'The Laira and Efford Notice Board' Facebook page - <https://www.facebook.com/groups/359649111163393/>

North Prospect Community: Updates to residents of North Prospect regarding groups are posted on Leigh Ferguson's Facebook page - <https://www.facebook.com/leigh.cdworker.9>

Photo Club - Tuesdays @ 1.30-2.30pm: Video conferencing social sessions to share photos and ideas. For more information on this drop-in session please email: communitiesteam@plymouthcommunityhomes.co.uk

History Club - Thursdays @ 1.30-2.30pm: Each week the group will pick an interesting subject to research and share using video conferencing. For more information please email: communitiesteam@plymouthcommunityhomes.co.uk



SOCIAL SESSIONS

Tuesdays @ 11am - 12pm - North Prospect Tea & Toast Join us for a chat on Facebook Messenger. To join contact Leigh Ferguson on 0808 230 6500

Tuesdays @ 12pm - 1pm - Janner Men's Shed meet on Facebook every Tuesday at 12 noon. Members only. If you would like more details or to become a member please call the Communities Team on 0808 230 6500.

Tuesdays @ 12pm - 1pm - Craft Social Sessions Social sessions to share crafts and ideas. To join the group contact Hayley Kemp <https://www.facebook.com/hayley.kemp.3910>

Wednesday @ 11am - 12pm - Notte St Community Cafe Elevenses To join the group contact Hazel Alexander <https://www.facebook.com/hazel.alexander.507>

Wednesday 12.30pm - 1.30pm - PCH Lunch Bunch (chat and games) Join PCH People Social Group for more information on facebook



HOW TO TAKE PART:

You can call us on 0808 230 6500 or by email communitiesteam@plymouthcommunityhomes.co.uk. Let us know what activity interests you, along with your contact details. If you are on Facebook please join our Facebook page and Facebook social group PCH People Social Group (PCH residents only) or our Plymouth Communities Hub Facebook page. We also offer telephone and activities by post. For example, we have a telephone craft group and have been sending activity packs in the post.

Top tips for Covid 19 Safety

As we write it's almost a year since the first national Covid 19 lockdown. We've learned a lot about how to keep ourselves and others safe from Coronavirus. Here are some reminders of the top ways you can help, and the measures we're taking to continue to keep you safe.

Face coverings

Government advises us to wear face coverings in all indoor places. This includes communal areas of sheltered schemes. Our staff will wear face coverings too, especially when they enter your home.

- If you see staff or visitors to schemes or your home who are not wearing face coverings – remind them to wear one and tell your Housing with Support Officer.
- If PCH staff or contractors need to enter your home, please wear a face covering. You may be asked to move to another room while they work.

Ventilation

Keeping fresh air flowing is a great way to keep yourself and others safe from transmission of coronavirus.

- Government advises us to open windows in indoor places where people might gather.

Hands Face Space

A really important message and one we should all be following all the time. Wash your hands frequently and for longer, wear a face covering, and keep at least two metres (six feet) apart from others.

Covid 19 vaccination

Vaccination of over 80s, over 70s and some over 65s and people with some underlying health conditions is well underway. If you are over 65 and have not been offered a vaccination, or if you missed your vaccination slot, here are some things you can do:

- Get in touch with the NHS to book your slot. You can do this online at www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/ or call the NHS free on 119, between 7am and 11pm. You can call 7 days a week.
- If you are under 65, Government advice is that you will be contacted about your vaccination, there's no need for you to contact the NHS or your GP.
- If you're worried about booking or missing your vaccination slot please talk to your Housing with Support Officer.

PCH keeping you safe

At the time of writing we're still in a national lockdown until 29th March. From 8th March you'll be able to meet one other person outside. Here are some reminders about what we're currently doing to keep you safe:

- Extra cleaning - We've increased the amount of cleaning in sheltered schemes and we'll keep this in place until restrictions change.
- Deep cleans - When we know about an increased risk of coronavirus transmission in our schemes, we do a 'deep clean'. This can include specialist cleaning of carpets, soft furnishings and ozone treatments.
- Closed communal rooms - Our communal rooms are closed until further notice. Current restrictions say that we should not meet people we don't live with in any indoor space.
- Covid 19 Information - We'll continue to write to you about changes to Government advice, we'll

keep putting up information posters around schemes, we'll send you newsletters, and we'll keep talking to you as well as publishing information online.

- Keeping your personal information safe - We'll give you as much general advice and information about Covid 19 as we can – but we will never share confidential information about you. Some residents have asked us to share information about coronavirus infections in their scheme. Our staff are strictly forbidden to share residents' medical information and they cannot tell you anything about infections in the scheme. The best way to stay safe is to follow the Government rules.

Delivering safe services

PCH will continue to deliver services to you. Government has advised everyone who can work from home to do so, which means some of our services are delivered differently.

- Housing with Support Officers will contact you by phone, and you can call them any time during normal working hours.
- The Appello alarm service is still available 24 hours a day, seven days a week.
- PCH will undertake emergency repairs and essential safety works on site. Our staff will talk to you about staying safe if we need to enter your property. If we're working on site in a communal area, please don't approach our staff and remember Hands, Face, Space.
- PCH staff and contractors are working to strict risk assessments, have a wide range of Personal Protective Equipment available to them, and we monitor Covid 19 safety closely.
- If you have any questions or concerns about the services we deliver, please speak to your Housing with Support Officer.

Covid 19 testing

If you're worried that you may have symptoms of Coronavirus you can:

- Contact your GP if you feel unwell, or if you're very unwell you can call 999 or press your pendant alarm.
- Get a test for Covid 19. You can do this by calling the NHS on 119, or online at www.gov.uk/get-coronavirus-test
- You should immediately self isolate.

If you have Covid 19 you can keep others safe from infection by self-isolating. Self-isolating means staying at home and not going out for any reason. When you should self-isolate:

- If you have symptoms of Covid 19
- If you have tested positive for Covid 19
- If you have been told to self-isolate by a medical professional, or by the NHS Covid 19 App.
- If someone you live with has Covid 19 or symptoms of Covid 19.
- If someone in your support bubble has Covid 19 or symptoms of Covid 19.

How long to self-isolate for:

- If you have symptoms or have tested positive, you should self-isolate for 10 days.
- Anyone who lives with you should also self-isolate for 10 days.
- If you or the person you live with still has symptoms after the 10 days, you should continue to self-isolate.

Rules about self-isolation are different if you are returning from abroad.

Silver Line

Most people have heard of ChildLine, the confidential children's advice charity set up by TV presenter Esther Rantzen.

Did you know there's a similar service for older people?

Silver Line is the only national, free and confidential helpline for older people open every day and night.

It offers information, advice and friendship as well as:

Telephone friendship – a weekly 30-minute call between an older person and a Silver Line Friend volunteer.

Silver Circles – a call between a group of older people on a shared interest or topic, taking place each week for 60 minutes.

Silver Line Connects – help with informing and connecting an older person with national and local services.

To contact The Silver Line, call 0800 470 8090 or go to their website www.thesilverline.org.uk

Learn a new skill

Why not try something new this spring with our free selection of online courses.

Makaton Workshop

6 and 7 April, 9am - 1pm or 26 and 27 April 6pm - 9.30pm.

Makaton is a language programme that uses symbols, signs and speech to enable people to communicate. Makaton is increasingly used by the general public in addition to communicating with children and adults with communication and learning difficulties

These sessions will be online. You will need a phone, laptop or computer and internet connection. We can help get you set up.



The following courses are available any time:

Food Safety Level 2 - A great qualification for safe storage, handling and cooking of food at home and in many workplaces, such as hospitality and catering.

Digital and computer skills- Learn My Way is a great resource with courses that cover many different subjects, from basic skills such as how to use a keyboard to how to use social media or online banking.

There are also guides on job hunting and Universal Credit. To access the free training programmes from Learn My Way go to: <https://www.learnmyway.com/> and sign up using our centre code: 8000268

Don't miss out on your place. Book now by emailing ashleigh.knowles@plymouthcommunityhomes.co.uk or calling 01752 388051.

Hot Cross Buns

With Easter just around the corner, why not try your hand at baking these yummy Hot Cross Buns?

Liz Hessian, who attends our Photo Club, gave them a go – and here's the photo evidence to prove how well they turned out.

Liz used Mary Berry's recipe, which can be found on the BBC Food website.

And Liz's top tip? Make sure you have a warm place for the dough to rise.



WORD SEARCH

This is a zigzag word search puzzle. Words go left, right, up and down, not diagonally, and can bend at a right angle. There are no unused letters in the grid, every letter is used only once.

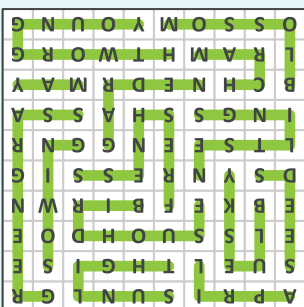


HOW DOES THE EASTER BUNNY STAY FIT?

EGG-CERCISE!

- APRIL
- BIRDHOUSE
- BLOSSOM
- BLUE SKY
- FRESHNESS
- GARDEN
- GREEN GRASS
- MARCH
- MAY
- NESTLINGS
- SEEDS
- SOWING
- SUNLIGHT
- YOUNG GROWTH

ANSWER:



SPRING FACT:

SENSE OF SMELL CAN BE MORE ACUTE IN SPRING AS THERE IS USUALLY MORE MOISTURE IN THE AIR

SPRING FACT:

THE DAYS ARE GETTING LONGER! BY THE END OF MARCH, THE SUN WILL BE SETTING AT 8:08PM

HOW DID THE TREE FEEL IN SPRING?
RELEASED!

CROSSWORD

1. 

2. 

3. 

4. 

5. 

6. 

7. 

ANSWER:

1. Butterfly 2. Carrot 3. Chicken
4. Hen 5. Flower 6. Bunny 7. Egg

Sign up to My PCH today!



Check and pay your rent, report a repair and update your details online from the comfort of your PCH home

mypch.plymouthcommunityhomes.co.uk

We're always keen to hear what you're up to, so if you'd like to tell us about something we can include in the newsletter, we'd love to hear it.

Email housingwithsupport@plymouthcommunityhomes.co.uk.

-  0808 230 6500 / 01752 237990
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Did you know you can recycle me?

