



Our 2011 Annual Meeting

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Ready, steady, cook

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Inside Sussex Housing & Care

Welcome from Martin Burke

Welcome to the winter edition of New Outlook and as I write it's a relief to see that the weather is still relatively warm for the time of year.



The last two winters have been particularly severe and it is to be hoped that we will be spared the thick snow and cold weather this year. However just in case, our employees, together with head office managers, have been putting in place plans to make sure we are prepared should bad weather hit us for the third year running.

As we come to the end of our 65th Anniversary year, it is with great pleasure that I reflect on the birthday tea parties held in most of our homes and schemes on 10 November. Together with the rest of head office staff I attended a number of the events and would like to thank all the staff and residents who put so much effort into making the day a success.

Wishing you all the best for 2012.

Martin Burke
CHIEF EXECUTIVE

Celebrating 65 years of supporting older people

Residents living at Sussex Housing & Care's properties across the county celebrated our 65th birthday on 10 November with a big tea party.

Residents hosted morning coffee or afternoon tea for friends, neighbours and relatives to mark the special occasion. Both the Mayor of Eastbourne and the Mayor of Bexhill came to the parties to show their support.

Doris Field, who has lived at Ashleigh Glegg in Seaford for 17 years said: "We had a lovely afternoon with sandwiches, cake and bucks fizz! It was a pleasure to have the Mayoress visiting for the afternoon. I think Sussex Housing & Care have done so well over the past 65 years and I found it very interesting to see the timeline we had at the party showing past events that have happened."

Resident Doreen Chivers from Yvonne Robertson House in Bexhill said: "I'm amazed at this milestone because a lot of housing associations haven't been around for this long. Sussex Housing & Care has given many people peace of mind and security in their later life and the charity has touched the lives of so many people over the years. I'm very happy living here."

A big tea party

All of our employees joined in the celebrations and Chief Executive Martin Burke said: "We really have had a big tea party as most of our 28 sites across the county have held a tea party today to mark the occasion. It's incredible to think that Sussex Housing & Care began even before the NHS and the reign of Queen Elizabeth II. Long may we continue providing the service we do and supporting so many older people across Sussex."



A special 'thank you' arrived from the Mayor of Bexhill and Councillor Carolyn Heaps, Mayor of Eastbourne who said: "It was lovely to meet all the staff and residents and my visit confirmed my views on Sussex Housing & Care. You really do care, very much about the people in your care. Happy 65th birthday."

Our 2011 Annual Meeting

On 21 September we held our annual meeting where over 240 people including 150 residents and numerous invited guests from across the county gathered for the morning at the Kings Centre in Eastbourne.



Invited guests and residents taking their seats

The meeting was opened by Sussex Housing & Care president, Lady Jane Lloyd of Berwick DL, who welcomed everyone. Chairman Brian Porter and Chief Executive Martin Burke both gave positive messages about the continued care and support we provide residents, even in the current economic climate. A timeline starting in 1946 showed everyone at the meeting how Sussex Housing & Care has evolved over the years, and the worldly events that have been and gone since the day it started caring for older people 65 years ago.



Brian Porter, Sussex Housing & Care Chairman

Lady Lloyd said: "The atmosphere was fantastic. Sussex Housing & Care has provided a lot of support for thousands of older people in Sussex and today has been an opportunity to celebrate the charity's commitment. It's been nice to see the support of so many residents who have come to the meeting".

Sheila Bennett, resident at Sussex Housing & Care's retirement housing scheme in Lewes came to the meeting and said: "I enjoyed it very much and the speeches were very comprehensive and informative. It's good to get the opportunity to hear about the charity's plans for the future to improve care for older people in the county. It was all very enlightening."

Guest speaker

We have held annual meetings for over 25 years and throughout that time have had a variety of speakers including the Chief Constable of Sussex Police and MP Norman Baker, a current minister in the coalition government.



Helena Herklots

This year Helena Herklots, Services Director at Age UK was guest speaker and shared Age UK's vision for the future and potential challenges the UK could face with its aging population: "Our vision is of a world in which older people flourish. Age UK has a lot of shared commitments with Sussex Housing & Care to improve the lives of older people. Today has been a great opportunity to celebrate what we have achieved so far and to plan ahead and look at the needs of older people in the years to come."



Martin Burke, Sussex Housing & Care Chief Executive

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Exhibition

Residents from across all of our sites kindly contributed their handmade arts and crafts which created a beautiful exhibition for everyone to admire.

Long service awards

At the end of the meeting five staff received awards for their dedicated long service, these were:

Susan Spray – 25 years as a kitchen assistant

Catherine Atkins – 10 years as a night carer

Maureen Perry – 15 years as a care assistant

Sue Orgill – 10 years as a supper cook

Marjorie Doherty – 13 years as a scheme manager

After collecting her award, Susan said: "I'm very happy and excited to come to the annual meeting to get my award. I like everything about my job from making teas and coffees for the residents and staff, washing up and generally keeping things clean and tidy at Ardath residential care home."



Susan and Catherine collecting their awards



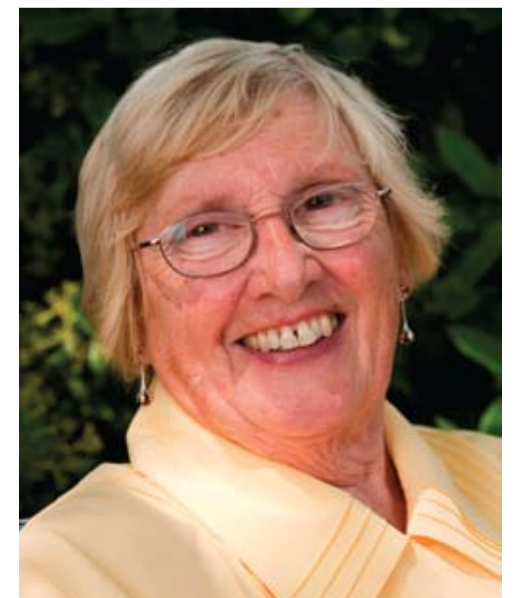
Saxonwood Chef Manager Steve Passenger received the 'Patten Plate' award for his creativity and commitment to catering for residents.

Feedback

Results from the evaluation forms we received show that everyone enjoyed the morning and thought the speakers were either 'good' or 'very good'. People particularly enjoyed Helena's talk. Everyone had enough food for their lunch and thought the food was of good quality. The overall facilities at the Kings Centre are excellent, despite a few people having trouble parking.

Thank you

In September we said a fond farewell to two of our longstanding board members who have retired from the board. Michael Sechiari served for 14 years, and Marjorie Lambert served for 11 years. Thanks to them for their dedication.



Inside Sussex Housing & Care

Christmas gifts

With Christmas approaching, you may want to use this festive time to say "thank you" to your manager.

While we really appreciate this kind thought, our employees are there to provide a service for you and they don't expect to be given anything.

However, we understand that some residents do like to give a "thank you" to their manager. So we have agreed that residents shouldn't give gifts worth more than £10. It can be embarrassing for managers to have to refuse, so please do bear these limits in mind and remember people are often more grateful simply for a kind word. Thank you!



Let it snow!



Remembering last year's heavy snowfalls, we're planning ahead to ensure there are no slip-ups if the snow falls again this year.

We will make sure that, wherever possible, main access routes are kept open and safe in bad weather. Managers will arrange for leaves and snow to be cleared and they

will let you know which areas will be gritted.

It isn't always possible to clear or grit all areas and if more snow is due, we won't grit an area as this might be wasted effort. And if we, or our contractors, can't get to the estate, we won't be able to clear the snow or put grit down.

Your manager will talk to you about the snow clearance approach where you live and will be happy to answer any questions you may have.

Welcome to...

Lorraine Race

Lorraine started as our Management Accountant in August and has worked in financial management for over 15 years for both commercial and not-for-profit organisations including the national Fire Fighters Charity, Sussex University and Thomas Cook. In 2007 Lorraine spent a year setting up a volunteer project in the Himalayas in India, and continues to support the project.



Lorraine enjoys being part of an organisation that makes a difference to people rather than focussing on profit alone. Lorraine enjoys reading, yoga, Reiki, travelling and trekking as well as spending time with her daughter and family.

Dee Lawrence

Dee started on 24 October as Scheme Manager at Waldron Court retirement housing site in Heathfield. The role attracted Dee because of the supportive nature needed to provide an excellent service to residents. Dee previously worked as an estate agent and in publishing. She is a qualified holistic massage therapist.



Colin Stack

Colin started as Scheme Manager at our three retirement housing sites in Bexhill on 1st November 2011. Previously Colin worked as a reception manager in London and enjoyed meeting new people and making a difference in people's lives. Colin also volunteered in an extra care home. Colin's hobbies include reading and playing the piano.



Karen Oates

Karen started as Deputy Manager at Saxonwood residential care home in Battle in October and has worked as a registered general nurse and a social worker. Karen developed an interest in working with older people after working for Anchor Housing and volunteering with Age UK.

Karen likes to spend time with family and going for walks at Fairlight near Hastings.



Lorraine Austin

Lorraine is the Administrator at Woodlands residential care home in Crowborough and she previously worked in administration in the building industry and also as a home carer. In her spare time Lorraine likes to go away with family in the caravan and she is a member of the Nottinghamshire Caravan Club.



Residents move into The Rowans

On 17 October The Rowans buildings in Crowborough were completed, the builders moved out and the first residents moved in.



Mrs Hillman signed up for a flat before the building was even completed, and now she has moved in she's enjoying living there: "It's lovely. I'm really pleased I moved here. The other residents are great and it's very easy to get around the building. I've got more cupboards than I had before and I've already discovered my bills have gone down, so living here is going to be much cheaper."

The Rowans is a brand new building on our Beacon Road site. It is made up of 16 flats and three bungalows. We have built The Rowans in partnership with Wealden District Council and the property is intended to free up family council homes in the area, by encouraging people over 55 to down size and move so they can live comfortably, while having access to all the care and support they require.

Martin Burke, Chief Executive of Sussex Housing & Care said: "The Rowans provides the highest quality of social housing to local older people. We are currently working with Wealden District Council to fill the properties and already have some very satisfied residents living at The Rowans who tell me it's like a 5 star hotel!"

The world's biggest coffee morning

On Friday 30 September Sussex Housing & Care's residential care homes and sheltered housing sites supported the world's biggest coffee morning to raise money to help change the lives of people affected by cancer.

The Macmillan coffee morning is a national event and collectively Sussex Housing & Care raised an astonishing £1,014 through generous donations from residents, employees, friends and family. Everyone baked cakes and donated raffle prizes to raise money.



Winter warmers

In October residents at Clevedown retirement housing in Lewes went to a 'get hot' clinic in preparation for the forthcoming winter months.

Everyone met in the lounge and were joined by Bob Taylor, Sussex Housing & Care's Estates Surveyor who helped residents to understand how to get the best out of their electric storage heaters.

Bob said: "We want to make sure our residents stay warm this winter and at the same time, know how to set their heating to operate efficiently. Electric storage heaters can sometimes be hard to use, but with the help of a recent information leaflet and the arrangements we've made for the heaters to be checked, residents will be able to stay warm."

Marjorie retires after 13 years



This winter one of our longest serving employees, Marjorie Doherty, retired after 13 years as Scheme Manager at Yvonne Robertson House. To mark the occasion residents at the scheme threw a surprise party. Liz Davies, Communications Assistant, met up with Marjorie Doherty afterwards to find out more:

What was the best thing about being Scheme Manager at Yvonne Robertson House?

I like the one-to-one contact with residents. I have enjoyed getting to know residents and helping them settle in. I like to think that I have helped introduce many residents to a life that is actually very independent and exciting.

Also, the grounds at Yvonne Robertson House are exceptionally beautiful. There are so many trees and wildlife, I feel privileged to have lived here.

What has been a memorable moment for you at Yvonne Robertson House?

When Yvonne Robertson House celebrated its 25th anniversary I met Yvonne Robertson! The site is named after her as she fundraised to build the site in 1977. I felt very proud that day to be Scheme Manager at Yvonne Robertson House.

What do you hope to see for Yvonne Robertson House in the future?

Yvonne Robertson House is the home of an active and vibrant community. I hope Yvonne Robertson House will continue to have the same happy environment that it has had during the time I have been there.

What are you looking forward to the most in your retirement?

I have made built some strong relationships at Yvonne Robertson House and I will miss the company of residents. However I am really looking forward to a more leisurely pace of life. I am planning on going travelling and I will be spending much more time with my grandchildren.

A glorious garden

Many of our residents enjoy spending time in the garden, whether it be relaxing or tending to the plants and shrubs.

This summer residents of Waldron Court retirement housing site in Heathfield were able to admire the beautiful garden Cath Boulter had made outside her property.

Cath, 96 has lived at Waldron Court for six years and has enjoyed gardening as a hobby since she was a teenager. Having been brought up in London with little money, Cath had to learn at a young age how to have fun on a budget and soon found out that being outdoors, walking and gardening gave her pleasure.

Gardening is Cath's main hobby and residents at Waldron Court admire how Cath continues to create such a spectacular array of colour every year. "On a sunny day Cath's garden is beautiful and very eye catching. It makes everyone here feel happy just looking at it", said fellow resident John Lawrence.

Cath said: "I think planting things and seeing them grow is so rewarding. I don't like big stately plants, I like all the small things like daffodils. I plant a lot in pots so it makes



gardening easier for me now I'm 96 and helps to keep me going! I have lots of hanging baskets filled with begonias. I had every colour in my garden that you could think of. The look of it all even surprised me!"

A day in the life of ... Steve Passenger



What is your role?

I am Chef Manager at Saxonwood residential care home in Battle. I've worked for Sussex Housing & Care for 15 years and started as a kitchen assistant.

Early morning - The alarm goes at 6am and I jump out of bed and leave within 15 minutes

of getting up. I have to sneak out of the house making sure I don't wake my two young children! I drive from Hastings and arrive at work at 6:30am. I change into my chef whites and start preparing breakfast, porridge is the residents' favourite.

Breakfast - Residents are served their breakfast at 8am. This is often the busiest time of day for me because I'm juggling making breakfast with preparing the lunch which often involves putting meat into the oven for a roast, or making a stew. I also have to take the deliveries of food that arrive first thing in the morning.

Mid morning - After my team and I have cleared up breakfast I finish preparing the fresh vegetables I serve for lunch and make a cake ready for afternoon tea. I update my stock checklist and make a food order with our suppliers.

Today I am holding a meeting with residents to get their feedback and suggestions on what they would like to see on the menu.

Lunchtime - Lunch is at 12.30pm and the residents especially enjoy having a roast dinner, curry or cottage pie followed by dessert. Once lunch is served we have quite a lot of clearing up to do. Earlier this year we received a top 5* award for food hygiene and I want to maintain our high standards.

Because I'm in the kitchen around food all day I don't often have lunch but I look forward to having a break once lunchtime is over.

Mid afternoon - I catch up with Vafa, the home manager, and we speak about the residents' food requirements as I have to cater for a wide variety of needs including diabetics, gluten-free and low cholesterol diets. I spend some time in the office creating the staff rotas and completing the health and safety checks for working in the kitchen.

Late afternoon - Today I'm leaving at 3.30pm to collect my daughter from nursery with my partner and we will all have an early supper together. I look forward to relaxing in the evening by going onto the internet or playing computer games.

Ready, steady, cook!

Jenny Cook, resident at our Oakwood retirement housing site in Haywards Heath is collecting recipes for cakes and pies from Sussex Housing & Care's residents. This is so recipes can be shared on the residents' area of the Sussex Housing & Care website.

If you would like to share your favourite recipes with others please contact Jenny by phone: 01444 456207 or email: jezzy52@hotmail.com



Poetry corner

*The gulls swooped onto the shimmering sea
With haunted cries of mystery
The waves lapped against the shore
Of a Kingdom that was no more.*



*They told a tale of history
Of Anglo-Saxon dynasty
Rye and other ancient towns
Are encapsulated by the southern downs.*

*The trees speak of former times
Of norman churches and their chimes
Sussex you are beautiful, Sussex you are fair
And I shall bask each day in your special care*

By resident Carol Irvine, The Cedars, Brighton.

We always like to receive poems from our residents for future issues of New Outlook. Please send them to Lizzie Vickery, Communications Executive by email: lizzie.vickery@sussexhousing.org.uk or by post: Ronald Simson House, 24 Sutton Avenue, Seaford BN25 4LG.

Grey Pride



In the last edition of New Outlook, we told you about the "Grey Pride" campaign launched by Anchor, a charitable housing association.

Despite making up 40% of the voting public, there is currently no minister dedicated to representing the views of older people. Anchor are campaigning to petition the Government to appoint an Older People's Minister who would hold the Government to account and ensure the needs of older people are understood and represented.

More than 137,000 people have now signed the petition. Famous faces lending their support to Grey Pride include

former newsreader Angela Rippon who said: "The collective experience and wisdom of Britain's older generation brings enormous value to our society, and it is high time that people of all ages appreciate the role over-60s can play in our workplaces, communities and families. I join Anchor in calling on our Government to create a dedicated Minister for Older People to give all people in their Golden Age a champion at the highest level."

Anchor are keen for more people to sign the petition: the more people backing the campaign, the more likely the Government will listen.

To find out more, sign the petition and join the debate, visit www.greypride.org.uk

Help with heating costs

Many of us worry about rising fuel costs, but not heating our homes properly puts us at risk of cold-related illnesses such as pneumonia.

Winter Fuel Payment is an annual tax-free payment provided by the Government to help older people with their heating bills.

If you were born before 6 January 1951, you may be eligible for the Winter Fuel Payment. If you are under 80, the 2011 Winter Fuel Payment is £200 and if you are 80 or over, the payment is £300. You may get less than this if you live with other people who also qualify for the payment.

You only need to claim once. After this, you should receive the Winter Fuel Payment automatically each year, as long as your circumstances do not change. To ask about your payment or make a claim, call the Winter Fuel Payments Helpline on **0845 915 1515**.

If the weather is very cold, the Government also provides a Cold Weather Payment. If you are eligible, you will receive an additional £25 a week when the average temperature has been, or is expected to be, 0°C or below for seven days in a row.



You will automatically receive a Cold Weather Payment if you get Pension Credit or certain other means-tested benefits.

For advice, contact your local Citizens Advice Bureau.

SUDOKU

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Sussex Housing and Care is a charitable Housing Association providing quality, affordable housing and care services for older people in Sussex.

For more information about New Outlook or to submit articles for upcoming issues please contact Lizzie Vickery, phone: 01323 875253 or email: Lizzie.Vickery@sussexhousing.org.uk

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