



Housing with Care

LACE Matters

Autumn Edition

Welcome to the latest edition

Who's your Hero?

You could be forgiven to think that a hero wears a cape, tights and has no fear.

Whilst I appreciate that I am probably showing my age, my childhood heroes were Batman, Superman and Wonder Woman.

Whilst I appreciate that they are Super Hero's with superhuman powers, heroism can be defined in so many others ways such as acting voluntarily for the service of others without any expectation of reward or gain. Heroes demonstrate may characteristics including determination, helpfulness and selflessness, to name but a few.

Over the past year we have experienced many acts of heroism as residents, relatives, friends, staff and volunteers have personally gone out of their way to support the welfare and wellbeing of others. Whilst the pandemic has much to answer for, the nature of the Association and that of our hero's has carried us through the most difficult of times. It has not been easy and I fear that, as we approach winter, there will be



many more challenges ahead. Despite two vaccinations, I have personally witnessed the debilitating effect that Covid 19 symptoms can have, and with this in mind, it is right that we continue to take a cautious approach. We wish to keep all those associated with LACE safe and to ensure service continuity.

I very much hope that you enjoy reading this latest edition of LACE Matters and thank you so much to everyone who has contributed in anyway.

Until such time as I can visit and join you for a coffee, I wish to say a big THANK YOU to everyone, for your support and understanding, for your help and selfless acts of kindness. You are all heroes.

Take care and remain safe.

Very best wishes,

Nick Chambers



Nick Chambers, Chief Executive Officer

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Covid-19: Keeping safe

Following the Governments lifting of Covid-19 restrictions during the Summer, and concerns over Winter, we continue to take a cautious approach to living with Coronavirus, ensuring that we prioritise the health and wellbeing of our staff and residents. To achieve this, we continue to operate with some of the Covid-19 secure arrangements which have been in place since the pandemic began.

Our staff will continue to wear face coverings and retain 2 metre social distancing. This approach has been taken to protect staff and residents and to reduce the likelihood of an employee needing to self-isolate as a result of a 'close contact'.

What does this mean within our schemes?

Communal lounges - All communal areas across our schemes re-opened on the 16 July 2021. We will continue to monitor any additional guidance from the Government related to the use of our communal areas, if necessary, we will inform you of any additional recommended measures.

Wearing of face coverings - we continue to promote the wearing of a face covering when accessing communal areas of our schemes in line with the advice given by the Government.

Repairs and maintenance work - we continue to work to Covid Secure arrangements, this includes both our in-house team and contractors being asked to wear face coverings whilst working in internal parts of our schemes.

Within our Housing with Extra Care schemes:

Restaurant - social distancing and/or the rule of 6 no longer applies when using our restaurant. However, we continue to operate both a table service and home delivery service for all residents. We ask that 2 metre social distancing is maintained with our staff, and we will continue to log 'Track and Trace' records. The wearing of face coverings by residents will be encouraged at all times when away from the dining table.

Social events - we will be taking a cautious approach to planned social events. Whilst Covid 19 cases are increasing we will limit events to those that have been valued and missed during the pandemic, such as bingo and coffee mornings. We will continue to operate these with Covid secure arrangements in place. LACE based meetings will be postponed until such time as the rate of Covid infection reduces. This is to protect both staff and residents in attendance.

Regular Covid 19 testing - we are asked to continue the regular testing of staff and residents working or living in our Housing with Extra Care Schemes.

Volunteering

We understand that during the Covid 19 pandemic, our volunteers around the schemes were missed by both staff and residents. As a voluntary organisation our volunteers are hugely important to us and our residents.

We wanted to find out a little bit more about what volunteering means to our volunteers and why they selflessly give up their time to support our residents and staff.

We spoke to Carol, who volunteers at Olsen Court and is a member of 'Friends of LACE Housing' who support various events such as open evenings, opening ceremonies, local fairs and community events. Carol is also a resident at one of our schemes.

"I have been an official volunteer for over 5 years now. I enjoy being able to provide friendship and support to residents and as a resident myself I can share my own experiences and 'sign post' others, should they need additional advice or support."

"One of the things I enjoy the most about volunteering is the camaraderie between residents and staff and being able to offer support and help to people".

"I believe that the qualities and personality traits, a volunteer should possess at LACE Housing is to be able to offer your time to support others, have a caring, friendly, and approachable nature with openness and empathy towards others".



We would like to thank all of our volunteers, who have supported us through a very difficult 18 months and we are delighted to be able to welcome many of you back into our schemes.

If you, a friend or relative would like to become a LACE volunteer or you would like to find out more, please either contact your Scheme manager or call us on 01522 514444.

Time to check your heating!

As the season begins to change and the nights begin to draw in, now is a good time to see if your heating is in good working order before the colder weather arrives. By testing your heating now, you can identify any problems with your heating early, allowing our property maintenance team time to respond. If you need to report any faults you can do this by either visiting our website www.lacehousing.org or by calling 01522 514444 Monday to Friday, 9.00am to 1.00pm.

Do you know how your heating system functions? It's a good idea to get clued up on the basic instructions for your boiler to ensure you can stay warm throughout the cold weather. Keeping the heating on at a low constant temperature, rather than heating your home up rapidly and then allowing it to cool down again, will avoid any build-up of condensation, ensure your boiler is more energy efficient and could save you money!

Make sure your radiators or heaters are not obstructed by any pieces of furniture or curtains so the heat can flow evenly around your home.

In the unfortunate event that your heating stops working, we will always endeavor to respond as quickly as possible. However, please be aware that we may not be able to respond immediately or that the supply of parts can take longer. Therefore, it is a good idea to have a small electric heater to use as a back-up.

Work begins at Collinson Court

During the pandemic, we have continued to review new development opportunities ensuring we deliver much needed affordable housing across Greater Lincolnshire. We are extremely pleased to announce that work has begun on our latest development, Collinson Court, in Scunthorpe.

Local builders, TG Sowerby Developments, have been awarded the contract to build our supported living scheme, which sits on the former site of The Riddings Methodist Church.

Our new scheme incorporates 16 one and two bedroom apartments as well as a communal lounge/kitchen facility,

mobility scooter store and enclosed private gardens. The scheme is located within easy reach of convenience stores, supermarkets, takeaways, doctor's surgery and public transport.

To keep up with the progress of our developments please visit www.lacehousing.org/new-developments.





A fond farewell to two members of our team

This year we have bid a fond farewell to two members of our team who have retired from LACE.

Board members and staff joined Nick, virtually, to present cards and gifts to Kevin White, Director of Finance. Nick reflected upon Kevin's successful career with the Association and thanked Kevin for his service since joining the team in 2002. Kevin shared many memorable stories during his time at LACE before opening his gifts and expressing his thanks to everyone. Bob Walder, the Associations Chairman, concluded the presentation with a word of thanks on behalf of the Board of Management.



We also said goodbye to our Housing Manager, Elaine Donaldson, who after 3 years with the association has retired. Elaine has brought a wealth of Housing knowledge to the team and helped to set up our first Resident Involvement Group, which will now be led by Emma Ward, our Specialist Housing Manager and supported by Karen Seddon our Board Resident Champion.

We would like to wish them both all the very best for the future.

Staff update



We are delighted to announce that Chris Barrett has now begun his new role as Grounds Team Leader. Chris joined our Property and Maintenance team just over 3 years ago. Chris, assisted by Kevin, will ensure the maintenance of our grounds, whilst coordinating planned works throughout the year. We wish Chris all the very best in his new role.

Following a recent review of our Finance function, we are also pleased to announce that Lucy Dickenson-Fogg has begun her new role as Finance Officer, a role which is shared with our existing Finance Officer, Rachel Bridgwood.

We would also like to welcome our new Data Administrator, Tiffany Cooper, to the team at LACE House. Tiffany holds an NVQ Level 4, Association of Accounting Technicians Qualification, and brings a wide range of accountancy and administrative skills to the team. Tiffany will be assisting members of the Finance team in all areas, including Accounts Payable and Sales Ledger.



Gordon and Maurice's Story

Gordon moved to our Housing with Extra Care scheme, Brick Kiln Place, 8 months ago, after living away from his family. However, he was not too far from his brother Maurice. Gordon's twin daughters, Esther and Jessica, both with on-going health issues, could no longer keep making regular journeys to visit Gordon and Maurice in Birmingham, both of whom had ever growing care needs. Gordon was diagnosed with Dementia and the twins felt they were unable to support their father as much as they would like.

Gordon moved to our Housing with Extra Care scheme, Brick Kiln Place and is now living closer to his daughters. The support Gordon has received from his daughters and the team at Brick Kiln Place has turned his life around full circle. Gordon is now the schemes resident 'newspaper boy' and often invites other residents for a drink, either outside or in the restaurant, to initialise his CAMEO Club that he is going to set up following the lifting of Covid-19 restrictions. The club's name stands for 'come and meet each other'.

Following Gordons move, Maurice began to feel lonely and isolated, living so far away from Gordon, so the family also applied for an apartment for him at Brick Kiln Place. Maurice moved in 4 months ago and, as the same as Gordon, he is very gregarious and can often be found in the evening sitting with a few other gentlemen, enjoying a pint on the balcony.

With the support of the twins, they have recently taken up horse riding, not just for exercise but to meet new people and try new things to keep them occupied.

Tracey Warren, Scheme Manager, Brick Kiln Place said "I cannot express enough how Housing with Extra Care, plus the support from their family, has changed both their lives, even during lockdown. They have both found ways to enjoy life with on-line music lessons, virtual meetings with family, distant coffee meet ups with residents... the list goes on. They have both told me tales about their lives and growing up"

"I think they are a true example of how life can still be good with the right support and care available, ensuring you can still live life to the full, at any age".



Resident Involvement Group



We always pride ourselves on working closely with our residents and we actively encourage feedback from anyone living within our schemes. In 2019 we introduced our strategy which detailed our plans for a resident involvement group. Our Resident Involvement Group (RIG) provides a real opportunity to develop tenant scrutiny and continuously improve our services, enabling us to offer Value for Money to our residents!

This year we have focused on the re-launch of our RIG meetings, encouraging new members to join the group and using a virtual meeting platform. Considering the number of residents living within our schemes, we were delighted with the response we received and in July we held our first virtual RIG meeting. We were joined by six resident members, representing Housing with Extra Care and Supported Living and have held a further meeting in August, where we were joined by our two Scheme Managers. Virtual meetings, whilst scary, encourage wide representation and are good for the environment.

To date the meetings have concentrated on embedding the foundations of our Terms of Reference, Code of Conduct and Resident Involvement Strategy in to the group and have lightly touched on the seven Regulatory Standards. However, additional items were also discussed outside of the set agenda, such as the easing of Covid-19 restrictions. These

discussions have opened up opportunities for healthy debate and have shown the different views of our members.

Our next RIG meeting is due to be held on the 24th November 2021. If you are a current resident and would like further information regarding the Resident Involvement Group or would like to discuss other ways that you may be able to be involved then please contact our Specialist Housing Manager, Emma Ward, on **01522 514444** or email eward@lacehousing.org



LACE by Sheila, Brighton Place resident

Lovely Accommodation within a Caring Environment!
Purpose built homes with the more mature in mind,
Secure and given much attention to what is needed,
Lace staff instilling confidence, is what residents find.

Throughout the past months of the pandemic crisis,
Lace have been in constant touch with all residents,
Bringing reassurance, advice, help and comfort,
A new dimension of care and setting a precedent.

Lace have been instrumental in forward thinking,
Bringing together the concept of independent living,
While offering a little more to those who may need it,
A beacon of value and of care in what they are giving.



Charitable Work for Good Causes!

Supporting Local Foodbanks

We would like to thank residents and staff for their continued support for local foodbanks across the county, our 2021 chosen charity and much needed service. Two particular residents at Brick Kiln Place, Robert and Rose Nash, who have shown such wonderful generosity, regularly donating items to their local foodbank in Grantham.

Thank you to Grantham Journal for sharing their story in May and on behalf of everyone at LACE Housing we'd like to say a huge well done to Robert and Rose for their continued generosity!



Charity day at The Burrows

Residents from The Burrows, Frith Close and Baker Drive, in Nettleham, joined together over the August Bank Holiday for a charity day. Doreen, Janet and Christine helped to make the day a success and Pam organised a prize raffle. Donations were very kindly received from local businesses, including the Lincolnshire Co-op in Nettleham, The Plant Pot Cafe and the Hair Society Hairdressers.

In addition to the donations received from local businesses, cakes and raffle prizes were also donated by residents and family members.

The day was a great success and over £390 was raised for 'Race for Life'.



Escaping to the Seaside!

It has been a real pleasure to see how busy our Holiday apartment has become since the easing of lockdown restrictions. Residents, family members and holiday makers have enjoyed staying at our four-star Holiday apartment over the past few months.

Our holiday apartment has received a **Good to Go industry standard certification** from Visit England, which approves us as a COVID-secure holiday destination and were awarded Visit England's four-star accreditation for the third year in a row this year.

All our residents receive a 20% discount off the price of their holiday. So, if you are looking for some time away in accommodation that you can trust why not visit our website or call us on **01522 514444** to make a booking.



Chapman Court Holiday Apartment Skegness

Designed with comfort in mind

Ideally situated close to the seafront and within easy reach of local amenities our apartment is perfect for your short break away.

The apartment is centrally heated and comprises of a fully furnished lounge, fully equipped kitchen-diner, a twin bedroom and bathroom with shower.

Booking available to anyone over age 55

To take a virtual tour of our apartment or make a booking please visit www.lacehousing.org or call **01522 514444**.



"It feels like home from home, great stay and great location"
Mr & Mrs W

"Wonderful four-night break - 5 stars all the way!"
Mr G

"Its so quiet and peaceful" Mr & Mrs H

Celebrating 100 years!

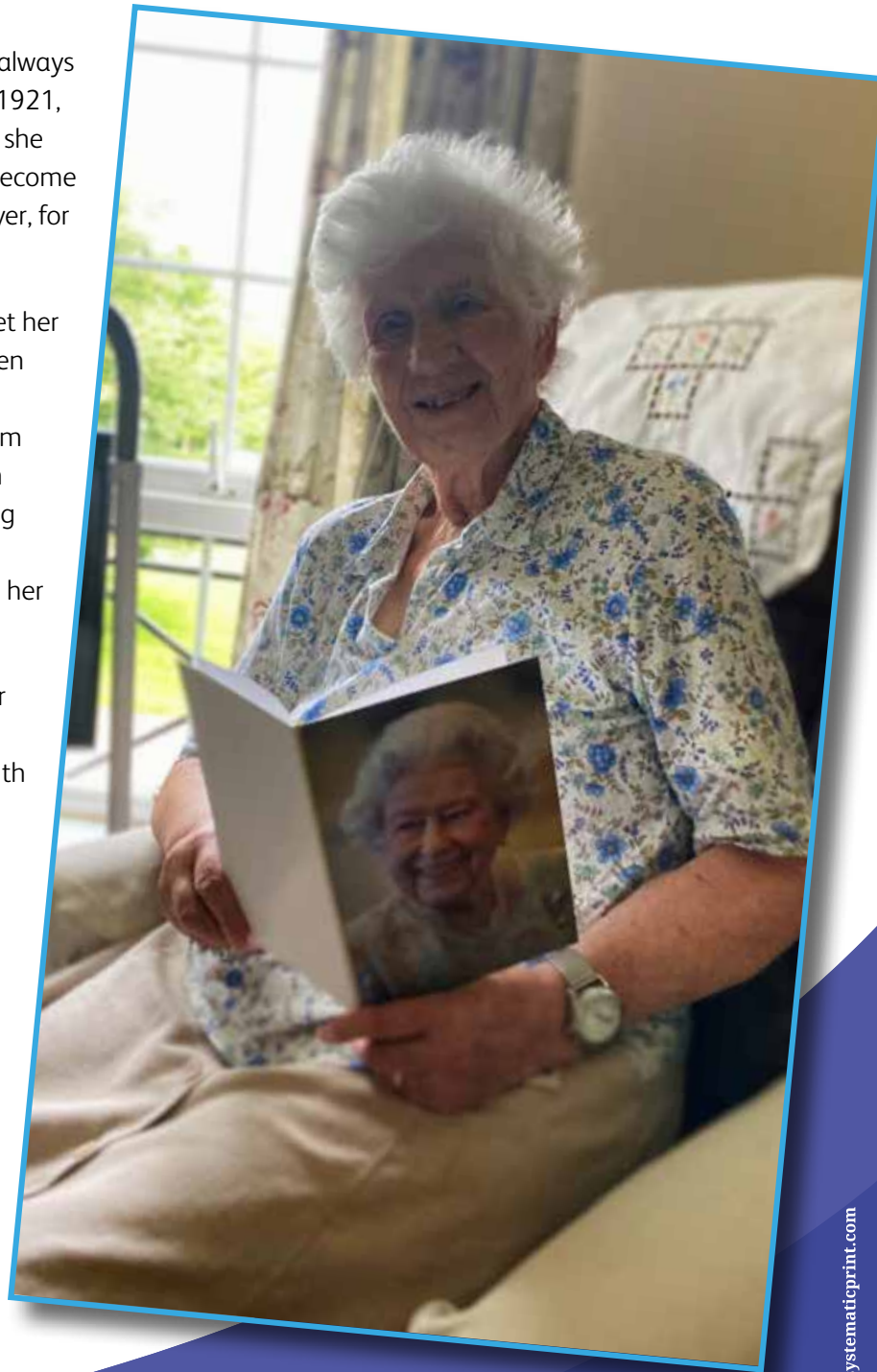
We were delighted to be able to celebrate one of our Housing with Extra care residents 100th Birthday in July. Cynthia received a card from the Queen, and was presented with some flowers and chocolates from Agne, Olsen Courts Scheme Manager on behalf of LACE Housing, along with a visit from family and friends.

Cynthia joined us at Olsen Court 4 years ago, and always has a smile on her face and a story to tell! Born in 1921, Cynthia is one of six siblings and was born in Kent, she used to attend church every week and trained to become a buyer. She successfully got a job as the main buyer, for a rental shop in London.

Cynthia moved to Cornwall with her family and met her husband William, a police officer, and had 3 children together. When William retired, they ran their own guesthouse. Cynthia's son remembers that his Mum was a fantastic cook and renowned for her Cornish Pasties, he also recalled how they enjoyed spending time at the beach as a family. Cynthia has two surviving children, her son, who lives in Lincoln and her daughter, who now lives in Canada.

Since moving to Lincoln, Cynthia enjoys having her family and friends to visit and going out shopping. She has a befriender from Age UK Lincoln and South Lincolnshire, who comes and visits every month, either for a spot of shopping or just for a cup of tea and a chat. Cynthia told Agne, that she enjoys having her meals from our restaurant and is very contented at LACE Housing.

We hope that you had a very Happy 100th birthday Cynthia!



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