

GRAPEVINE

The newsletter for Hanover's residents



A visit from the First Minister



On 17 July, First Minister Nicola Sturgeon was taken on an official tour of Varis Court, one of our brand new housing developments in Moray. Varis Court uses pioneering design and research to bring health care back into the community.

During the tour Ms Sturgeon met a number of residents and heard about their experiences of living at the development. She also spoke to staff members and toured the new augmented care unit.

Commenting after the visit, Ms Sturgeon said:

“One of the most important ways to ensure the quality of life of older people is to increase access to safe, affordable homes that enable independent living.

“I was delighted to visit Varis Court today and meet staff and residents to see first-hand how Scottish Government investment is helping older people to remain living in their own homes, safe and secure, for as long as possible.”

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Welcome!

Hello and welcome to this Autumn edition of the Grapevine. I hope you have all had a wonderful summer even if the weather has not been great. We have had lots of fantastic garden pictures sent in and I am hugely impressed by all the hard work put in by residents. If any of you happen to be in Edinburgh and fancy tackling my jungle of a garden, I can provide endless cups of tea and bacon rolls!

Other items in this edition include an introduction to the new customer panel – HEART – and some volunteer chat. If you are a volunteer, either on your development or elsewhere, or you would like to talk about the difference volunteering has made to you, please do get in touch.

If there is anything you would like to see featured in future editions of Grapevine, please get in touch with me – my contact information is on the inside back page.

Sara Stewart

Around the houses

A Cream Tea at Alexandra Court

There was delicious cake and plenty of chat at **Alexandra Court** in **Prestwick** on Saturday 10th of June when some of the residents and their guests got together for a cream tea. Manager Maureen Wilson said, "I would like to thank our development cleaner Sandra Kaminski and our Alexandra helpers who made the day enjoyable."

What Maureen and Sandra may not know is that we received a letter (and a picture) from the residents at the development:



"We the tenants of Alexandra Court would like to thank the wonderful team who looks after us, Maureen the manager and our other team member Sandra.

We just wanted to show our appreciation of all the lovely events they help us organise e.g. Valentine's Day, Christmas, Easter and the cream tea day which we've just had.

We would also like to thank them for all the encouragement and support they give to us all. They make us feel very special and secure. Thank you."



Dates for your diary

Thursday 28 September: Hanover's AGM, Edinburgh

Friday 29 September: MacMillan World's Biggest Coffee Morning 2017

Monday 16 – Sunday 22 October: Candle Fire Safety Week

Sunday 29 October: Clocks go back one hour

Wednesday 1 November: Deadline for articles for Grapevine issue 84

If you have a maintenance emergency while our offices are closed, pull your alarm cord or press your pendant. Otherwise, call the Repairs Reporting Line on **0800 389 0477**.

If you have any other type of emergency while our offices are closed, pull your alarm cord or press your pendant. Otherwise, call the Hanover Telecare emergency number on **0345 604 4686**.

Day out in Callander

Residents of **The Green** in **Aviemore** got together with some of their fellow residents from **Coppice Court** in **Grantown-on-Spey** for a bus trip and day out in Callander. The Grapevine understands that not only did everyone have a lovely time, but Callander is also still standing!

Wedding bells at Argyle Court

Residents at **Argyle Court** in Inverness were delighted to share in the celebration of the marriage of **Dawn Beatty** to **David Merchant** on the 21st April. Everyone agreed that the bride looked lovely in her deep blue and ivory outfit. Congratulations Dawn and David, we wish you a very happy life together.



The deer and the tortoise?

Mr Derek Wood of **Milnescroft Court** in has sent in a picture of one of the deer he spotted grazing in the garden at his development in **Fochabers**. Derek told us that he spotted the deer one quiet summer evening in July from his sitting room window.



Hair today, gone tomorrow

On 21 July, **Granary Street** residents in **Huntly** held a charity coffee morning at The Stewart's Hall. (Their common room couldn't keep up with the demand!) The event was in aid of Hanover resident **Avril Robertson** who is raising money for charity by having her head shaved. The local community also volunteered and a neighbouring care home's activity coordinator kindly arranged dancers for the event.

The total amount raised was an excellent £357.30. The money will go towards Epilepsy, Diabetes and Clic Sargent— all charities with personal connections for Avril.

Photo credit – Becky Saunderson Scottish Provincial Press Ltd.

Frank Williams of **Glebe Court, Kingussie** also sent us a picture (via Facebook of a tortoise), one of the more unusual residents at **Plenderleith Court** in **Kelso** where Frank was staying. He wondered if perhaps the development was planning to patent a new, eco-friendly grass cutting machine...





Summer buffet at Keir Hardie Court

A fantastic summer buffet afternoon took place during July at **Keir Hardie Court** in **Bishopbriggs**. The event was a great success and well attended by residents and some of their families, who enjoyed a buffet supplied by Table 13 from Kirkintilloch.

Taking advantage of the weather

Some of the residents of **Hanover Place**, **Apsley Street** in **Glasgow** got dressed up to enjoy the sunshine.

Hand knitted blankets at Sivewright Court

Here are some of the beautiful hand knitted blankets that a few of the members of the “Young Ladies’ Craft Club” at **Sivewright Court** in **Kincardine** have knitted for premature babies in Dundee hospital.

The ladies rose to the challenge after seeing an appeal posted on Facebook by a nurse from the hospital. They got busy using up their wool supplies to provide the tiny blankets for babies who are born prematurely.

The craft group meets every Monday afternoon and has also knitted for other charities in the past. Pictured here are some of the members; **Mrs Isabella Erskine**, **Mrs Dolina Strachan**, **Mrs Catherine Cuke** and **Mrs Ella Rankin**.



Coppice Court 40th Anniversary

Coppice Court in **Grantown-on-Spey**, is forty years old and the residents got together with family and friends as well as residents from **The Green** in **Aviemore** for a celebration. The cake was cut by **Mrs Barbara Stewart** and **Mrs Ruby McBain**, who have been at Coppice Court for the past 20 years and everyone enjoyed a fantastic afternoon.





New faces in Tarves

Resident **Janet Simpson** from **Hanover Court** in **Tarves** got in touch to tell us about a coffee morning held by the residents to welcome their new manager Michelle Greenfield and their new minister **Alison** Swindells. Janet said; "It was lovely to see everyone."

Summer Garden Party at Argyle Court

After the success of last year's event, the residents of **Argyle Court** in **Inverness** asked if there could be a repeat of the summer garden party. After some quick planning, the party went ahead on 8th July. The day went very well with the exception of the wind, which caused some of the paper plates and other items to take flight. The residents felt that it was good chance to get together for a chat and to enjoy some cakes, refreshments and a barbeque. They agreed that it was a great day and are looking forward to next year's party.



Strawberry Tea at Stonehaven

Residents at **Hanover Court** in **Stonehaven** enjoyed an afternoon strawberry tea in the sunshine during July.



A Cheese and Wine Tasting afternoon

The residents at **Strawberry Bank** in **Peterhead** recently enjoyed a cheese and wine tasting occasion. They had a wonderful afternoon tasting many new cheeses and chatting with one another. They also enjoyed (appropriately enough) a beautiful bowl of strawberries and cream.

New Residents' Committee in Huntly

Residents at the **Granary Street** in **Huntly** have recently come together to form a residents' committee – aptly named 'Granary Street Residents Committee'. Treasurer **Jacqueline Smith** told us that the Committee will mainly be dealing with social activities and fund raising as well as tending the gardens at the development. Some of the members are pictured here at their inaugural meeting, which was held in May 2017.





Windlaw Court Anniversary

Windlaw Court in Glasgow marked its 30th anniversary this year with cake and a party at the development.



Charity triumph in Bathgate

Hanover Close Manager Fran Strachan and her husband have asked the Grapevine to help them thank all of the residents, friends, family and staff at Bathgate who helped them raise money for the British Lung Foundation (BLF) for research into lung disease.

Fran, her daughter-in-law Emma and Craiglockhart SHM Diane Blyth completed a 10k on Sunday 19th May. Barbara Mitchell, cleaner at Bathgate, completed a 5K on the same day. This was a particularly notable achievement as Barbara underwent a complete knee replacement operation in January of this year.

Fran is pictured here with Emma, Diane and Barbara. An incredible £1,350 was collected for the BLF, a charity particularly relevant to Fran as her husband is currently waiting on a double lung transplant. Congratulations to all who took part or supported Fran – what an outstanding achievement.



A Diamond Wedding Anniversary

Joan and Norman Macmillan of Strachan Mill Court in Aberdeen celebrate their Diamond Wedding anniversary on 4th Sept 2017. They have lived at Strachan Mill Court for 23 years and will be celebrating their anniversary with a trip to Kitzbuhel in Austria. We wish them a very happy anniversary.

Great day out for Inverbervie residents

Residents of Hanover Court in Inverbervie and their guests headed out on their annual bus trip at the end of June. This year they went on a run up to Mintlaw Garden Centre, where they had some lunch and a good look around. This was followed by a trip to the Ban-Car Hotel, Lonmay, Fraserburgh, where they all enjoyed a meal. Resident Marion Dunn said that everyone had a great time with plenty of chat and laughter. She also thanked the Hanover Inverbervie Social Club committee for arranging the day.



It's never too late to have fun

This fantastic photograph was sent to us by **Mrs Ellen Taylor** of **Rosewell Gardens** in **Aberdeen**.

Mrs Taylor was treated to a whirlwind, champagne filled three day holiday in London by her much loved daughter Gaynor and her much loved husband, Mal. The trip included visits to the Physic Garden at Chelsea and Buckingham Palace and dinner at La Caprice.

The trip finished with a night out at the Adelphi Theatre to see the musical Kinky Boots. Mrs Taylor said:

“What a way to end my final day. It was such good fun and we all enjoyed it and came out of the theatre still laughing. This was the end of my three days of fun and laughter with my family but all of it was sheer magic for me. As you read this just remember IT’S NEVER TOO LATE TO HAVE FUN!”



Baillie Court barbeque

Residents and staff at **Baillie Court** in **Motherwell** took advantage of a rare sunny day to hold a barbeque. It was the first such event held at the development and was a huge success. For five of the residents (two of whom are in their 90s), it was the first time they had ever tried a burger. We reckon it was definitely about time and we hope to see more barbeques in the future – weather permitting!



An entertaining afternoon in Aberdeen

Local entertainer Russell Taylor recently spent an afternoon entertaining the residents of **Bridge of Dee Court** in **Aberdeen**.

He sang traditional North East Bothy Ballads and told wonderful stories and jokes in the Doric dialect. All of those who attended reported that they had a great afternoon.

Afternoon Tea at Inverlochy Castle



If you're looking for a treat in Fort William it could only be afternoon tea at Inverlochy Castle. Residents from **Walter Cameron Way** in **Corpach** went up in the world for an afternoon treat at the stunning 19th century castle. Manager Maureen Fair said: “Everyone agreed it was a real treat!”

News and information

Please let us in for your annual gas boiler check

We love our gas boilers and we hope you do too. They do however need an annual check to keep them in tip-top condition.

If you have one in your flat, every year we need you to let us in to do a safety check. We will write to you beforehand letting you know it's due and the contractor, **Kingdom Gas Services** will contact you or the scheme manager to agree a time to call. The engineer will have identification, the visit should last 30-40 minutes and you will be left with a copy of the safety certificate.

If you need to contact anyone at Hanover about your boiler service, please call **0131 557 0598** and ask for **Craig Quinn**.



Steps Counted

It was a competitive "Step Count Challenge" this year but we have reached the finishing line. This year's winners are the **Rosemount Rockets**, based at our Very Sheltered Development in **Carlisle**, with a total of 4,029,689 steps over the eight weeks.

In second place were **The A Team** from Organisational Services Department at Head Office and in third place were **The Big ASS(et) Walkers** from Asset Management at Head Office.

We had a huge amount of participation, including a wheelchair user from the Aigan Court Allsorts (pictured) for whom we managed to get a milometer. Over the eight weeks, the total step count was a massive 67,664,501 steps, which equates to walking nearly 5 times around the coast of mainland Scotland!



Well done to everyone who took part in the challenge, I hope you are all feeling a bit fitter and healthier and we look forward to seeing even more of you take part next year.

Bring Your Dog to Work Day



As some of you may have seen on our Facebook page, June 23 was Bring Your Dog to Work Day. This is the second year we have held at the day at Hanover HQ and we were delighted to be joined by **Tollgate House in Armadale**. Development Manager Sandra Rees brought along her Cocker Spaniel Rusty and support worker Debbie brought along her German Shepherd Tanya.

Residents **Frank Love, Ian Johnstone, Jean Loudon, Isobel McCairn, Hugh Maguire, Mary Duncan, and Christina Dryburgh** (pictured with support worker Debbie Nagle) were delighted with the opportunity to spend time with Tanya and Rusty as were residents Margaret Higgins, Keith Burrage, Grace Nimmo, Jenny McKenna, Cathy Hall, Peggy Vint and Margaret Douglas.

Bring Your Dog to Work Day is an annual nationwide event to raise money for charity but also to showcase the benefits that contact with pets can bring to us. Having a pet or the opportunity to spend time with an animal is shown to reduce stress and blood pressure and to improve general well-being. We would love to see more of you take part next year.

Alarm call system not working?

Did you know that if, for any reason, your pull cord or pendant isn't working, you can still get in touch with Hanover Telecare by calling us? On the rare occasion that this may happen, call the Hanover Telecare emergency line on 0345 604 4686. You can also use this phone number to report any fault with your system.

News and information

Snippets

Don't forget that our new **Repairs Number** is now live. If you wish to report a repair please dial **0800 389 0477** to speak to a member of our Repairs Team. You can also still report repairs through staff at your development. Outside the hours of 9am – 5pm Monday to Friday, the number will automatically transfer you to a member of our Telecare Team.

The next round of **Tenants' Focus Group** meetings will be held in the north area on 31 October, the west area on 2 November and the east area on 8 November. If you are interested in attending, please contact Anne Douglas on 0131 557 7469 or at adouglas@hanover.scot.

We mentioned in a previous issue that we will be **commemorating the centenary of the end of the First World War** next year and we would like to compile a book of stories and poems about Hanover residents', their families or loved ones who were involved in either of the world wars or more recent conflicts. We would encourage you to begin thinking about items you might like us to include as well as other ways of marking the centenary.

In our September 2016 issue, we published instructions on how to knit or crochet your own **Remembrance poppies** to raise money for the poppy appeal. If anyone would like a copy of the instructions, please contact Grapevine@hanover.scot or call 0131 557 7437.

Are you looking to improve your **computer and internet skills**? We may be able to help. Contact our volunteer co-ordinator Jim at jbrown@hanover.scot or on 0131 557 7454 to discuss getting help either one-on-one or as part of a group.

Are there any knitters out there who might be interested in helping out a very worthy charity? **SANDS-Lothians** (Still and Neonatal Death Society) are always on the lookout for people willing to knit blankets and outfits for babies who have sadly passed away before or just after they were born. If you think you might be able to help, please email info@sands-lothians.org.uk. Please mention that you heard about the charity through Hanover.

Four of our developments have recently had **Wi-Fi internet access** installed in their communal areas. We aim to roll out this programme over the coming months and would love to hear any feedback you have.

We have already received pictures and stories from a couple of early **MacMillan coffee mornings**. We will be running an article on your fundraising efforts in the next issue – please do send in your pictures and stories.

The first residents have moved into our new development **Linkwood View** in **Elgin**, which consists of 30 housing with care flats.

Are you blethering yet? You can chat with fellow residents all over Scotland or update us on events at your development on the **Hanover Blether Facebook page**. Just type Hanover Blether into the search box on your Facebook page and click through to join the group.

The Tenants' Contents Insurance provided by Zurich Municipal for Hanover tenants has been renewed for a further year (01/08/17 – 31/07/18) and there has been no change to the cover provided. The 2017-18 summary of cover document is available either from your managers on site, or by contacting our Senior Finance Officer Karen Jamieson directly on 0131 557 7492 or at kjamieson@hanover.scot.

Plenderleith Court manager Carole Morrison has been in touch to tell us a rather lovely story. In the last edition of the Grapevine, we published a beautiful poem written by resident **Charles Fox** for his wife **Eleanor** to mark their 65th wedding anniversary. Apparently, the Foxes subsequently received a wedding anniversary card from someone who had read the article and knew Mr & Mrs Fox, but had lost contact since her husband's death 3 years ago. This lady is now on her own and in the **Banff** Hanover development. She read the article and sent a card addressed to; "The Foxes, Plenderleith, somewhere in Kelso"! They had known each other for over for 70 years and we are delighted to have helped to put them back in touch.

Fire Safety

At Hanover we go to great lengths to protect you against an outbreak of fire. This starts from the early stages of designing a building and continues each year through providing advice, servicing alarms, upgrading our detection systems and regular risk assessments. We want to keep you safe and want you to feel safe.

Because of the tragic events at Grenfell Tower, we have been asked whether any Hanover residents are living in buildings that have the same sort of panelling that apparently allowed that fire to spread so quickly. We can be clear – Hanover doesn't have this type of panelling.

We remain conscious however of the risks of fire and we are aware that a number of fires have started on developments when residents have been using candles. Between October and February every year, candle-related house fires rise sharply, peaking at more than double the summer average in December. The Fire Service will be providing information and highlighting the risks of candles during Candles Safety Week which is from 16-22 October.

The most important steps you can take to keep yourself and your loved ones safe include making sure your candles are kept away from flammable materials like curtains and putting out candles when nobody is in the room.

We understand that candles can lend a warm glow to an evening in or add some festive cheer to the season's celebrations, particularly as our nights are starting to draw in. We are asking you to consider using flameless, battery operated candles. We have sourced some colourful battery operated candles, shown here flickering away in our offices, and

we want to give them away to you for use as an alternative to normal candles. We will be sending out some sets of the candles to developments to be displayed in communal areas and if you would like a set of your own, please just let us know and we will send a set out. This offer is only valid as long as stocks last!

On the same theme of fire safety, we have also received updates from a couple of our owner occupied developments:

Mr Fred Shaw of **Holmehill Court, Dunblane** is pictured here with Crew Manager Gary Collie from the Scottish Fire and Rescue Service. This marks the completion of a program of Fire Safety Visits delivered to the residents at **Holmehill Court**. The Fire Safety visits were a welcome initiative,



recommended by Gary, following a small electrical fire in Fred's house when a wall mounted fan heater in the kitchen overheated. Gary and Trevor, the Sheltered Housing Manager at Holmehill, have worked together to complete the programme of Fire Safety Visits.

The residents at **Holmehill** have recently voted to include an integrated fire detection system in the warden call system when it is replaced later this year as part of the planned maintenance program.

The residents at **Turner's Court** in **Stonehaven** would no doubt endorse the decision to install an integrated fire detection system. They arranged to have a new smoke alarm system which is connected directly to an alarm receiving centre installed in March. They have since suffered two fires during July and the speed at which the fire service was alerted and able to respond meant that possible tragedy was averted and property damage minimised.



Happy Birthdays



Maria Pirie of **Rosewell Gardens** in **Aberdeen** celebrated her 90th birthday in July with multiple generations of family including her great-great granddaughter! Maria is pictured above with the many cards and flowers given to her by family, friends and neighbours.

Hersbruck Court resident **Doris Austin** was surprised by her daughter, son-in-law and fellow residents with a wee party to mark her 98th birthday in May. She is pictured below with development cleaner Sharyn Moore who celebrated receiving her 10 year service award at the same time.



Our congratulations also go to:

Mr AND Mrs McLachlan of **Holmehill Court** in **Dunblane**, who decided on a joint celebration of their 80th birthdays on 13 August at a special party at their son's house. Bill turned 80 on 28 July and Joyce on 22 August.

...and to everyone else who has celebrated a birthday recently!



Jean Dow of **Hanover Court** in **Stonehaven** celebrated her 90th birthday in June with a birthday lunch.

Customer Engagement

Meet your Customer Panel



You should by now have received your copy of **Getting Involved**, Hanover's guide to customer engagement. Among other things, *Getting Involved* briefly explains the work we have been doing to establish a customer panel. The panel will provide the opportunity for customers to work together with staff to consider how Hanover's services are delivered and make recommendations for change or improvement.

Our Performance Manager, Linda Chelton, invited tenants at the three regional meetings in April 2016, to be involved with the preparation of the 2017-2020 Strategy. Letters were also sent to Registered Tenants' Organisations and interested residents who attended focus group meetings, asking if they either wanted to attend one of the Customer Engagement Strategy meetings or, if they were unable to do that, whether they had feedback to offer on the first Strategy draft. As part of this process, a number of residents expressed an interest in undergoing training and development to become part of a Hanover Customer Panel. We now have six residents (with more joining soon) who have been drawn from the east, north and west of the country and who make up **Hanover HEART** – our customer scrutiny panel.

HEART has travelled far in the 4 months since its first training session in March 2017. It was considered important for the Panel to have an independent trainer and facilitator, and Barry Marlow, one of the UK's most prominent and popular housing trainers, has been key to the formation of **HEART**. As a Customer Panel was a new venture for Hanover, Barry had to assist the group to explore, understand and define its role.

HEART stands for **Honest, Empowered, Accountable, Representative and Trusting** and these qualities mirror Hanover's core values.

HEART's role will be to review, as 'critical friends', the performance and delivery of services by Hanover. This means that it will collect and examine information to allow services to be reviewed and evaluated. It will work in partnership and co-operation with Hanover to improve service performance, and make informed recommendations to senior managers and Hanover's Board.



HEART members have now all signed a code of conduct, which sets out the professional behaviour and attitudes expected of each Panel member, in relation to each other and Hanover staff and Board members.

The HEART members so far are:

Mrs Marion Dunn from **Inverbervie**

– a people person, always ready to help out
– and provide cakes!

Mrs Marie Williams from **Kingussie**

– an optimist and a motivator

Mr Duncan McRobb from **Inverurie**

– a seasoned traveller and family man

Mrs Mary Clare from **Edinburgh**

– passionate, creative and community minded

Mr Frank Williams from **Kingussie**

– a team player, constructive but tenacious

Mr Peter Ritchie from **Falkirk**

– looking to make a difference

There will be regular updates on **HEART's** activities in Grapevine.

Thinking about getting involved in customer engagement activities? Contact us at **CustEngage@hanover.scot** or on **0131 557 7469**.

From the Chief Executive

The First Minister at Varis Court



I was absolutely delighted that the First Minister was able to visit Hanover's Varis Court in July and see first-hand the expert design and thought that has gone into creating the development and bringing health care back into the community.

The emphasis is very much on the residents and we have worked hard to create an environment in which they feel at home. The building itself is designed to let in as much light as possible, be easy to move from floor to floor, and with our large central courtyard there are plenty of open spaces for residents to relax and socialise.

During the tour Ms Sturgeon met a number of residents including **Mr and Mrs Watson** who spoke about their time at **Varis Court** and how their flat has helped to

dramatically improve **Mr Watson's** health. This has been aided by being able to recreate their bedroom exactly as it was in their previous home, which has helped Mr Watson adjust more easily to his new surroundings.

Meanwhile **Mrs Ann Munn**, a well-known local artist, chatted with the First Minister and proudly displayed her paintings. Mrs Munn had stopped painting for many years but moving to Varis Court has inspired her to start again and her paintings are on show for residents and visitors to enjoy.

Ms Sturgeon was also presented with a book and a framed original picture by renowned cartoonist Tony Husband, who produced the drawings for Hanover's **Getting Involved** guide.

Ms Sturgeon was clearly impressed with all she had seen, commenting later that she had enjoyed a lovely visit to an excellent development.



Volunteers in the Spotlight

Making a Difference

Hanover's Volunteer Co-ordinator Jim Brown has been working hard to create a volunteering infrastructure across Hanover's developments and communities, with the ultimate aim of promoting social inclusion and reducing loneliness. He has been capturing information about the work that is already happening and encouraging new volunteers and projects. He's also working to share good practice across developments.

Louise Muir, the manager at St. Mary's Gardens in Barrhead told us how much of a difference the volunteers to the development can make, not only to the residents' lives but also to their own.

"Our volunteers Sue, Mairi, Diane and Misbah make a tremendous difference and enrich the residents' lives. They come along every week to the coffee morning and will also accompany residents out on their monthly outings and activities. Not only do they make the tea, they often bring along home baking, home-made jam, samosas and other delights.

Their presence gives the residents companionship and also gives them confidence if out on the Wee Red Bus on a day trip. This reduces isolation and loneliness.

As well as helping out, they enrich the residents' lives by sharing their own stories and their life experiences. It's magic!"

The Grapevine managed to pin down volunteer Diane and ask her a few questions about herself and her activities at the development.



Tell us about yourself

I am a married woman with two teenaged sons and one small dog, they all keep me on my toes. I have been volunteering with Hanover for seven months. I am proud of being able to give my time to help others and I find it just feels natural to be in older peoples' company. Helping others helps you, as it takes you out of your own four walls knowing you are going to make a positive change no matter how small, you may be the only person the older person chats to all day, and how your small talk can make a real difference to their lives.

Best thing about volunteering?

Making a difference to residents' lives by swapping our stories and catching up over a cuppa.

Any memorable moments?

The volunteers lunch that was held for us, when the residents baked, cooked and served lovely food for us to enjoy and fussed around the volunteers for one afternoon.

What has surprised you most about volunteering?

That people here may be older but they all seem to keep busy and have really good social lives. The residents are like an extended family

If you could only eat one meal for the rest of your life, what would it be?

Home cooked chicken curry.

What three things would you like to have with you if you were stranded on a desert island and why?

A good book collection to pass the time, my music so I can have a sing song and finally, a decent hairbrush, cos the sea air would make my hair go all frizzy!

In the next edition of Grapevine, we will be meeting some Hanover residents who volunteer in their local communities. If you would like to tell us about the difference made to your life by volunteers or by being a volunteer, please get in touch.

Glorious Gardens

A number of you have sent in pictures of your beautiful gardens showing off their summer colour. It is clear that you have been putting in a great deal of hard work and the results are stunning. Gardening has a range of health benefits, including high self-esteem and better physical health, and can improve your health as much as jogging and swimming. If you are looking for volunteer help with gardening work, please get in touch with our Volunteer Co-ordinator Jim Brown who may be able to help you. Contact Jim at jbrown@hanover.scot or on 0131 557 7454.



A peaceful haven in Glasgow

The residents at **Sinclair Drive** in **Glasgow** held a strawberry tea to raise proceeds for charity and for their garden area and everyone agrees that it lovely now it is all in bloom.



A glorious welcome in Castle Douglas

The main door entrance at **Hanover Court** in **Castle Douglas** is festooned with colourful flower pots to welcome residents and visitors alike. Pictured are **Mrs Mullen** and Sheltered Housing Manager, Fiona Wallace who have created the stunning display with the help of donations from fellow residents.



Purple in Paisley

Mrs Baker of **Kelburne Gardens** has lovingly looked after this gorgeous hydrangea bush. Mrs Baker's gardening tip is metal nails, tea bags and plant food to nourish the plant.

A riot of colour in Aberdeen

A group of children from Ferryhill Primary School and two workers from Duthie Park got together to supply and plant containers for the residents at **Bridge of Dee Court** in **Aberdeen**. The containers are on display at the front of the development and have really brightened it up. The residents are delighted with the display and hugely grateful for the hard work of the contributors.



Blooming lovely in Kincardine

The residents of **Sivewright Court** in **Kincardine** have expressed their gratitude for the hard work and dedication which **Robert Erskine** puts into looking after the gardens on the development.

Resident **Bob Plant** told us that with the help of **Mary Harley**, Robert ensures that there is year round colour on the development, with flowers grown from seed and maintained beautifully.



Vibrant flowers in Banchory

Residents have grown and tended to these lovely flowers at **Hanover Court** in **Banchory**.



Sunflowers in Carluke

The residents at **Rosemount Court** in **Carluke** have had a sunflower growing competition. The winner for the tallest sunflower was **Ian** and **Anne**. The loveliest sunflower head was won by **Davina** and **Bill** had the sunflower with the most heads...17! Lastly there were two booby prizes, **Robin** and **Ellen**! Well done to you all.

Support worker Jane sent us the picture and wanted to thank James who assisted initially with the planting and watering.

Delicious fruit and veg in Motherwell

Baillie Court resident **Mr Felix 'Phil' Salina** has put in a huge amount of work to develop the gardens at the development. Phil says he knew nothing about gardening before getting involved and now he is able to grow vegetables and fruit which he sells to residents to cover his costs.



Glorious Gardens

Colourful tubs in Tarves

Gardening can be done on any scale, whether it is a couple of planters of geraniums, a sunflower in a pot or an entire garden. The benefits are fantastic.



Dazzling displays in Kinross

Colourful patio tubs and pots have been planted by two of **Whyte Court's** keen gardeners, **Sheena Callachan** and **Lena Wylie**.

The fantastic hanging display is from **Ian MacDonald** outside his cottage.

Homes for rent

Do you know anyone who would be interested in moving into one of our developments? Or are you looking to transfer to another development?

Here is list of developments where we currently have properties available to rent. If you or anyone you know is interested, please contact the area offices using the phone numbers or email addresses provided. We also welcome applications for areas not listed below. If you're interested in moving to an area not on this list, please still contact us as availability can quickly change and we may still be able to help. Our staff will be happy to take you through our application process, called Home for You.

Some of the properties we provide a factoring service for are available for sale on the open market. Please see our website or contact any one of our area offices for more information about buying a property managed by Hanover.

Please note that these details are correct at the time of writing but you can check our website for up-to-date information about vacancies www.hanover.scot/looking-for-housing

East

Telephone 0131 557 7404, email eastinfo@hanover.scot

Broomlee Court, West Linton (shelterd)
Harley Court, Falkirk (sheltered)
Halyrude Court, Peebles (sheltered)
Rosemount Court, Carluke (very sheltered)
Orchard Court, Renfrew (very sheltered)
McAlpine Court, Wishaw (very sheltered and sheltered)

North

Telephone: 01343 548585, email: northinfo@hanover.scot

Airlie Gardens, Banff (sheltered)
Hanover Court, Tarves (sheltered)
Heatherlee Court, Kinlochleven (sheltered)
Doune Court, MacDuff (sheltered)
Aigan Court, Dufftown (sheltered)

West

Telephone: 0141 553 6300, email westinfo@hanover.scot

William Turner Court, Locharbriggs (sheltered)
Windlaw Place, Glasgow (sheltered)
Creighton Court, Kilmarnock (sheltered)
Baillie Court, Motherwell (sheltered)
Arthur Street, Paisley (amenity)
Victoria Court, Lockerbie (amenity)
Montgomery Court, Paisley (very sheltered)

Contact us



Write to: **Sara Stewart, Editor, Organisational Services Department, Hanover Scotland, 95 McDonald Road, Edinburgh, EH7 4NS**

Telephone: **0131 557 7437**

Email: **grapevine@hanover.scot**

The deadline for receipt of articles for Issue 84 (December 2017) of Grapevine is **Wednesday 1 November**.

Our website features a wealth of information, including copies of important Hanover documents and contact details – go to www.hanover.scot for more information. You can read more about what Hanover residents are up to on our Facebook page – [facebook.com/hanoverscotland](https://www.facebook.com/hanoverscotland) and you can also follow us on Twitter ([@hanoverscotland](https://twitter.com/hanoverscotland)) Residents can also join the Hanover Blether Facebook group – go onto Facebook and type ‘Hanover Blether’ into the search box.

We can produce this newsletter in other formats, like braille, audio and large print. If you use email, we can also email the newsletter to you instead of sending a printed copy. This saves trees and postage costs. If you’re interested in any of these options, get in touch using the details above.

Legal information given in this newsletter is given in good faith and is based on Hanover’s understanding of the law. The accuracy of Hanover’s views is not guaranteed and readers seeking legal advice specific to their own circumstances should contact a solicitor or a Citizen’s Advice Bureau.

Prize Sudoku

We’re offering £25 for this edition’s Sudoku competition. As usual, your task is to fill the grid so that every row, column and 3x3 box contains each of the numbers 1 – 9. Once you’ve completed the grid, fill in your name and address in the spaces provided and send your details and the completed puzzle to us at the address above by **Wednesday 1 November**. If your name is the first drawn out of the hat for each of the north, west or east areas, you’ll win £25. The correct grid from last time is below.

Name.....

Address.....

.....

.....

Postcode

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

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

The winners of the last Sudoku competition were **Mrs Rose Mitchell** of **Harley Court** in **Bainsford** (east), **Mrs M Clarke** of **Milnescroft Court** in **Fochabers** (north) and **Thomas Williamson** of **Langcraig’s Court** in **Paisley** (west). Congratulations!

Prize Crossword

Once you've completed the grid, fill in your name and address and send your details to us at the address on the inside back cover by **Wednesday 1 November**. If your name is the first drawn out of the hat for each of the north, east or west areas, you'll win £25!

Name.....

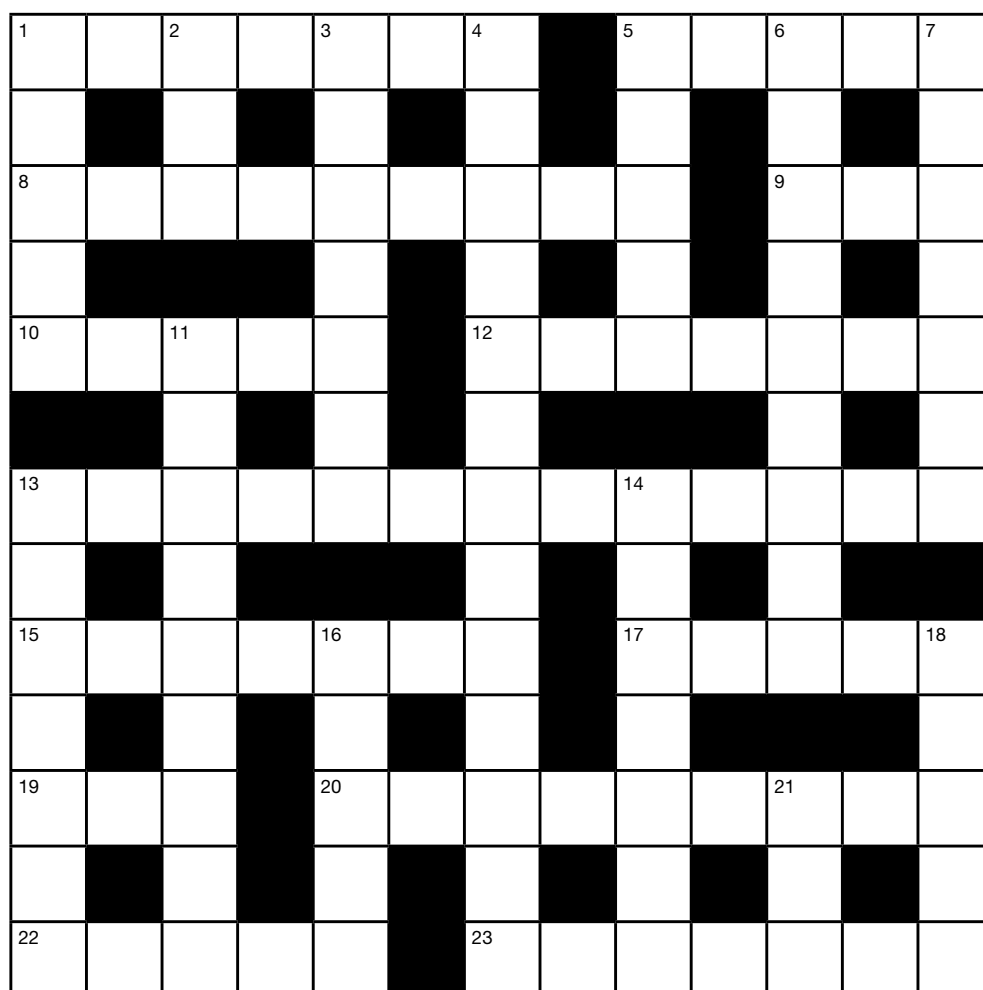
.....

Address.....

.....

.....

Postcode



ACROSS

- 1 The sweet course of a meal (7)
 5 A computer programming language (5)
 8 A garment made from an animal's skin with wool attached (9)
 9 A cargo vehicle (3)
 10 Happen (5)
 12 It makes the heart grow fonder, it's said (7)
 13 A public performance or show (13)
 15 Country from which Hamlet came (7)
 17 & 19 The part of the body containing the stirrup bone (5,3)
 20 Peoples discovered by Columbus and others (9)
 22 Dispatches (5)
 23 Birds, traditionally eaten on festive occasions (7)

DOWN

- 1 Popular dance music characterised by a heavy bass rhythm (5)
 2 The area under the authority of a bishop (3)
 3 The largest known penguin (7)
 4 Allow others to lead (4,1,4,4)
 5 Beds placed in tiers (5)
 6 The number written in Latin as XVII (9)
 7 At peace (7)
 11 Stop trying and leave (3,3,3)
 13 Eternal (7)
 14 Making more sound (7)
 16 People of North Africa and the Middle East (5)
 18 In music, indications of silence (5)
 21 Reverential wonder (3)

The winners of the last crossword were: **Mrs Pauline McAlpine** of **Weaver's Court** in **Whitburn** (east), **Sally Fraser** of **Argyle Court** in **Inverness** (north) and **Mrs Ella Bridle** of **Cluny Gardens** in **Glasgow** (west). Congratulations!

The answers to the last crossword are:

ACROSS: 6 Parsley, 7 Tawny, 9 Idol, 10 Istanbul, 11 Scorch, 13 Gnat, 16 Oath, 19 Spades, 22 Turmeric, 23 Tutu, 24 Scone, 25 Plumage **DOWN:** 1 Paddock, 2 Ostler, 3 Zenith, 4 Narnia, 5 Indus, 8 & 18 Staghorn, 12 & 14 Catnip, 15 Vertigo, 17 Almond, 19 Sicily, 20 Autumn, 21 Quack