

Residents' Bulletin



Keeping Hanover's Very Sheltered & Housing with Care residents informed

A view from the mountain top

On Thursday 28 May, Scotland's First Minister, Nicola Sturgeon announced the beginning of changes to the lockdown rules as part of the new framework for managing the Coronavirus outbreak in Scotland.



This will not mean a speedy change for anyone. For the moment, the advice from the Scottish Government and the NHS remains largely the same, with some allowance for meeting people from another household, at a distance and **outdoors**.

As I see it, we are at the top of a mountain with poor visibility. As the visibility improves and the way forward becomes clearer, we will start to navigate our way down the mountain to get safely to the new normal. At Hanover, we are turning our thoughts to how we can best manage that journey. In the meantime, I would like to thank you for your patience and forbearance and for continuing to work with us during these difficult times.

Stay safe. Stay well.

Helen Murdoch

To hear more from Helen, go to our website or social media feeds to watch a short video

Pictures win prizes!



We are delighted to announce that we have launched a new drawing competition for children and we are keen to receive your entries.

We know that lots of children in local communities and lots of grandchildren have been busy creating art to cheer up our homes while we are under lockdown, so we decided to hold a competition.

The competition is open to children aged 16 or under and we have split the judging into the following age groups, 0-6, 7-11 and 12-16 and the following areas, East, West and North. Prizes will be given to all age groups/area winners and we will also present a grand prize to the overall winner of the competition.

Entries close on Friday 26 June and to enter, you just need to send an image of the artwork to communications@hanover.scot with the subject line 'Children's Drawing Competition'. You can also post your entry to Communications, Hanover (Scotland) Housing Association Ltd, 95 McDonald Road, Edinburgh, EH7 4NS.

Keep up to date at our website
www.hanover.scot/coronavirus/

Find us on Facebook
facebook.com/hanoverscotland

Find us on Twitter
[@hanoverscotland](https://twitter.com/hanoverscotland)

Around the houses

Residents and staff at Hanover's Chandlers Court development in Elgin marked VE Day in style with entertainment from the Keon Pipers and Highland dancer Lily.



Snippets

At this time, Hanover remains in continuous contact with the **Care Inspectorate**. The Inspectorate is still undertaking its usual functions and if you have any concerns, you can get in touch by email at concerns@careinspectorate.gov.scot or by calling 0345 600 9527 then pressing 1 and leaving your number and a message. They will call you back as soon as possible.

Please can all carers and families keep Hanover staff **informed about Coronavirus** symptoms or concerns so that we are able to offer help and protect others.

The slight easing of lockdown restrictions announced by the Scottish Government last week does have an impact on outdoor activities. However, it makes no changes to the restrictions within our developments. It is essential that we continue to **focus on stopping the spread of infection**. This means we are still asking that only essential visitors come to developments and that people continue to wash their hands well and often and maintain social distancing.

Financial issues are among those causing stress and anxiety at this time. If you experience difficulties in making payment for your **rent**, it is imperative that you contact our housing staff on 0800 111 4646 to discuss your options. We have also put financial information, advice and resources on our website at www.hanover.scot/coronavirus/

The NHS is urging people to **seek medical care** if they need it, despite coronavirus fears, after figures showed four in ten people are too concerned about being a burden to the health service. It is critical that you continue to use the service, not just for coronavirus symptoms but for all urgent medical needs. Call your GP for non-coronavirus concerns.

A free helpline has also been set up by NHS Inform for those who do not have symptoms of coronavirus but are looking for general health advice - **0800 028 2816**.

Please be aware that as more restrictions on lockdown are lifted, you may see more repairs staff on developments.

Mental health - staying positive

We know that these are worrying and uncertain times. Our daily lives have changed, sometimes beyond recognition, and it has had a real impact on how many of us are feeling. It's ok to not feel yourself right now. Accept that you will feel anxious but know that there is lots of help and support available. For help, advice or just a chat, you can call the Age Scotland helpline on **0800 12 44 222**. The number is free and the line is open Monday to Friday 9am - 5pm.



This glamorous bunch are some of the care staff based at Mercer Court in Innerleithen. They make up just a few of the around 260 care staff working in Hanover developments across Scotland.

While many of us have been lucky enough to be able to work from home during the pandemic, our committed care staff have been carrying on as usual, offering high quality care and support to residents.

As you can see, the Mercer Court staff have been adding a touch of flair to the weekly clap for carers. Manager Kathleen told us they also wanted to say thank you for the support they have received from families and residents. The full videos of their efforts can be viewed on the Hanover Facebook page.



Working hard and working smart



We may be under lockdown but the work goes on. Our care staff are out every day supporting and caring for residents on developments and our Care Trainer Joanna has been using video conferencing technology to deliver essential training to the staff across Scotland.

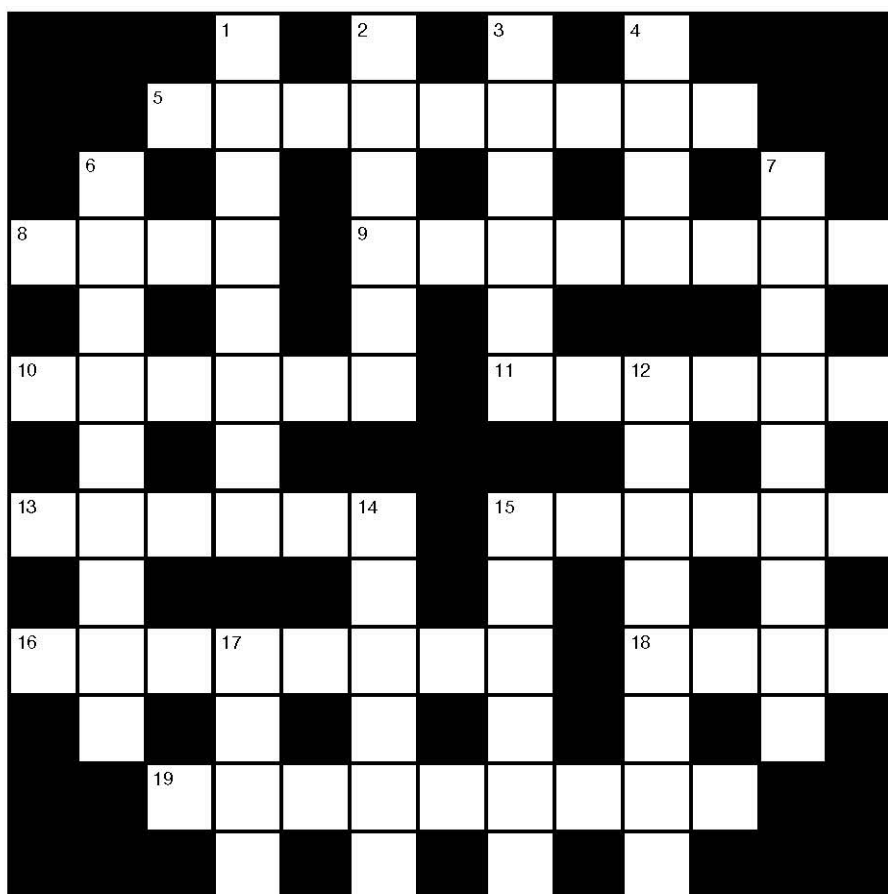
Joanna's partner Sandy is an ex-businessman and retired chef, who also won medals in the Commonwealth Games in Edinburgh in 1986. Sandy and Scrappy the rescue dog from Spain have been relegated to the garden during working hours.

And yes in case you were wondering, their house was once a pub!

Just for fun

Staying at home during lockdown can be boring so we thought we would add a puzzle to this bulletin.

There are no prizes, it is just for fun and we will publish the answers in the next issue.



ACROSS

- 5 American actor and director of off-beat comedies such as 'Blazing Saddles' (3,6)
- 8 Town of Southern Portugal with an international airport (4)
- 9 Accessory designed to protect against rain (8)
- 10 "Trouble and _____", Cockney rhyming slang for marriage partner (6)
- 11 A sample to whet one's appetite (6)
- 13 Puzzle involved interlocking pieces (6)
- 15 Ian _____, British author who won the Booker Prize in 1998 for 'Amsterdam' (6)
- 16 First name of the Spaniard who was one of the founders of the Society of Jesus (8)
- 18 Family of flowering plants with showy flowers, often scented (4)
- 19 Italian wine, made from the grape of the same name, which has a natural effervescent quality (9)

DOWN

- 1 A type of fast repeated and strenuous exercise (8)
- 2 An angle of more than 90 and less than 180 degrees (6)
- 3 Olga _____, gymnast from the Soviet Union who won four medals at the 1972 Olympics (6)
- 4 Scottish island separated from the mainland by the Sound of Sleat (4)
- 6 See 17
- 7 Without authority or contrary to the law (9)
- 12 First name of the fictional detective created by Sir Arthur Conan Doyle (8)
- 14 Fishing port on the coast of North Yorkshire with a ruined Benedictine Abbey (6)
- 15 A Muslim place of worship (6)
- 17 & 6 Character played by Steve Coogan in the TV series 'Knowing Me, Knowing You' (4,9)