

Residents' Bulletin



Keeping Hanover residents informed during the Coronavirus crisis

Looking forward - staying safe

On Thursday 9 July, FM Nicola Sturgeon, outlined some of the changes that will be coming during Phase 3 of the lockdown easing in Scotland.

Some of these changes include certain restrictions that have to be maintained, such as social distancing in all public spaces and when speaking to groups outside your household. Perhaps the biggest recent change is that anyone who has been shielding can now leave their property to exercise outdoors, on the proviso that physical distancing is maintained.

Face masks/coverings must still be worn on all public transport and in shops unless you are unable to do so.

While this new easing of measures is welcome, Hanover's approach still remains very cautious. The safety and wellbeing of both our residents and our staff remains our highest priority and we are continuously considering our policy and position in relation to lockdown measures. However, we are conscious that many of our residents remain vulnerable to coronavirus.

We will not be opening communal areas or guest rooms on developments in the near future. We are planning with a view to opening them in late autumn but, as always, this remains dependent on whether the pandemic has been successfully brought under control.

We appreciate that you are keen to be able to use these spaces and we hope that you understand the need for caution.

We are hugely grateful to the vast majority of our residents who have shown remarkable patience and forbearance during these difficult months. Sticking to the rules has not been easy but everyone who has done so has contributed to keeping themselves and their friends, family and neighbours safe.

Our staff are working diligently on developments to maintain the delivery of services and they have worked hard to incorporate new ways of doing things and using PPE (Personal Protective Equipment) to protect you and themselves. Although you have been receiving hot meals in your homes, we appreciate that many of you have missed being able to use the dining rooms. We are looking forward to re-opening them in the future and we will discuss that with you as and when it happens.

We continue to introduce new, safer ways of working. One example of this is in relation to the occasions on which we pay money to residents. Instead of posting out cheques, we will be depositing money directly into the bank accounts of residents. We will send out letters and guidance when this occurs.

We are also now working with our contractors and slowly re-allocating our void properties. Please be reassured that this process is being carried out in a careful controlled way and in accordance with Government Guidance.

Please remember that you can reach us Monday to Friday, 9am – 5pm on 0800 111 4646 and via telecare at all other times.

Around the Houses

Staff at **Hanover Court** and **Linn Coort** in **Buckie**, **Burnside Court** in **Buckpool** and **Milnescroft Court** in **Fochabers** were delighted to receive a wonderful donation of face shields and door dingles from The T-Exchange Moray Firth Makerspace. The door dingle is designed for opening and closing doors, picking up carrier bags, pressing buttons and using touch pads. Burnside Manager Marie Buchan told us;

"We can't thank Claire Griffiths and her team of volunteers enough for all their hard work 3D printing of the dingles and the shield frames and delivering them to us."

Pictured is **Burnside Court** resident **Jim Ross** modelling a face shield and door dingle.



Grant Christie, one of our youngest residents at **Linkwood View** in **Elgin**, completed the ice bucket challenge in May, alongside his sister in support of the NHS, Hanover and Turning Point. You're braver than us Grant!



Lockdown experience - Lisa Irvine, cook and mother



Meet **Lisa Irvine**. Lisa is the full-time Cook at our Very Sheltered Housing development **Walkinshaw Court** in **Johnstone**.

Lisa has an 11 year old son and from the start of the lockdown, as Lisa is a key worker, her son Joe was allocated a place at the Hub school in Renfrew.

During the 12 weeks when Joe was at school, this meant a lot of running about for Lisa as he had to be collected at the end of his school day. Lisa would have to dash back to Walkinshaw Court for the hot evening meal, which staff at the development have been hand delivering to each resident's flat.

This has been the case for lunches and dinners throughout lockdown.

Thanks to Lisa, along with all of the other Cooks and staff at our care developments across Scotland, all of our residents have continued to receive high quality meals throughout the lockdown, despite the closure of our dining rooms.

News and Information

During the Coronavirus crisis, it's best to do as much as you can to stay active indoors. This is especially important if you're an older person who may be more vulnerable to the illness. If you have limited mobility, or aren't as fit as you used to be, it can be hard to know what sorts of exercises are safe to try at home. It's important to stay as active as possible though, even in these challenging times.

Before you start any exercise programme it is recommended you talk to your doctor. Here are some ideas for remaining active indoors.

Regular standing

If you sit down a lot during the day, try to get up once an hour. If that's not possible, moving your arms and legs for a few minutes will help.



Standing without help

Work towards pushing up from sitting in a chair to a standing position without using a walker or leaning on someone else. Sit on a chair without arm rests. Lean forward. Put your weight on your feet while leaning forward. Stand up by straightening your knees. Sit down again.

Repeat this as many times as you feel able. Try to do this exercise 3 to 5 times a day.

Gentle stretches

Try some gentle stretches in bed or a chair every day to keep supple.

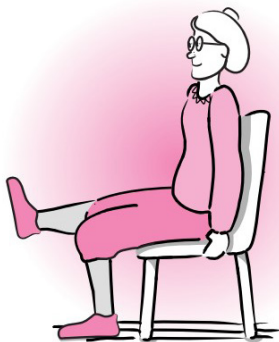
While sitting or lying, bring your toes towards your shin (Fig. a) and then point them toward the floor (Fig. b). Repeat for both feet.



Fig. a



Fig. b



Sitting on a chair, lift your leg up off the seat, keeping your knee bent. Return to starting position and repeat.

Sitting on a chair, pull your toes up, tighten your thigh muscle and straighten your knee. Hold for about 5 seconds, if you can, and then slowly relax your leg. Repeat for both legs.

Sitting on a stool, let your back drop and get rounded, then use your back muscles to straighten your back and arch it (but not too much!).

Walking between rooms

Walk from one room to another and back if you're steady on your feet, and time how long it takes. Try to beat your time each day.

From the Chief Executive

As some of you may already have heard, after 26 years with Hanover, I have announced that I will be retiring later this year.



I love my job and it is a privilege working in this sector. It has been a fantastic journey working with people who continually go above and beyond, individually and collectively. Hanover is well placed to go from strength to strength, seizing opportunities to provide more quality housing, creating more beautiful places for people to live and super places for people to work in. Much has changed over the last 26 years but the one thing that has remained is the dedication of our staff and their drive to do the best for our residents.

I have so many lovely stories to tell about the work of Hanover, but honestly these stories belong to you, our residents and to our staff. They capture rich passionate accounts of what naturally happens in the flow of Hanover, in the flow of everyday life.

There is still work to do, we will continue to navigate Covid-19, together. Work has begun on the search for a new chief executive to lead Hanover but I look forward to enjoying these last few months with you.

Helen Murdoch

Snippets

Hanover Blether is YOUR Facebook page, so why not come on over and join us for a Blether - go to <https://www.facebook.com/groups/HanoverBlether/> and join the group!

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 advice and resources on our website at www.hanover.scot/coronavirus/

Just for fun - Sudoku

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

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

The answers to the crossword in the previous edition are as follows:
ACROSS 5 Mel Brooks, 8 Faro, 9 Umbrella, 10 Strife, 11 Taster, 13 Jigsaw, 15 McEwan, 16 Ignatius
18 Lily, 19 Lambrusco
DOWN 1 Aerobics, 2 Obtuse, 3 Korbut, 4 Skye, 7 Illegally, 12 Sherlock, 14 Whitby, 15 Mosque, 17 & 6 Alan Partridge

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