



Residents' Bulletin



Keeping Hanover Very Sheltered and Housing with Care residents informed during the Covid crisis

Staying safe over the festive season

Some of you may already know Scott Page, Hanover's Health, Safety & Well-being Manager. As you can no doubt imagine, with a coronavirus pandemic in full swing, Scott's feet have barely touched the ground this year. We managed to grab him for a very quick chat to find out what he has been up to and what advice he has on staying safe over the festive period.

Scott, tell us about how the pandemic has affected your role?

"My role has focused on the legislation from the Scottish Government, interpreting the guidance from Health Protection Scotland to ensure our 'Infection Control' procedure is correct and all staff are aware of Hanover requirements to make the developments and workplaces COVID safe. Personal Protective Equipment & Hand Sanitiser were in short supply for the first three/ four months but we now have adequate stock levels and I have been making sure they are delivered to staff across the country."

And what would your advice be to Hanover residents on the safest way to spend Christmas and the festive period?

"I can only re-iterate that increased footfall onto our developments increases the risk of spread of the virus. We must follow the FACTS guidance we hear all the time, keep 2 metres apart, wash your hands, wear a face covering. Yes we want residents to see their family and have visitors, but if there is another way rather than visiting please do this, phone, FaceTime, ZOOM, WhatsApp. We really don't want a spike in cases of COVID in the new year.

The Scottish Government has published a raft of guidance on how best to stay safe during the festive period. The safest way to spend the time is to stay within your own household, in your own home and your own local area.

There is guidance on how you can spend time with others to help prevent loneliness and isolation, but our advice is that wherever possible you should keep in touch through technology, go for walks with your family or meet outside the development.

During the period 23 December to 27 December inclusive, there will be a limited relaxation of Hanover visiting guidance. We want to work with families to maximise positive, safe contact for families and their loved ones. We are asking that visits are confined to two adults and up to two children under the age of 12 at any one time. We are asking families to stagger visits over the festive period to avoid breaching social distancing rules within their loved ones flat and potential crowding in corridors. Essential visitors are not affected by this but we ask that 2m social distancing, mask wearing and hand washing/sanitising are maintained. Remember to wipe surfaces, and ensure there is a window or door open. Good ventilation can help disperse the virus.

This approach is intended to reduce mixing with other households and, because we recognise that isolation and loneliness can hit people particularly hard at this time.

It is important that you do not feel pressured to celebrate the festive season in an environment that makes you anxious."

...continued

“The virus won’t take Christmas off. If we provide it with opportunities to spread from household to household, it is likely to take them. Hanover’s communal lounges and guest rooms will remain closed.

And, regardless of the relaxation of restrictions, if you are currently isolating due to a close contact alert, or because of a positive test, you should not mix with others outside your immediate household. If you have Covid symptoms you should isolate and ask for a test.

On our Very Sheltered and Housing with Care developments, staff will work with residents to arrange cherished time with visitors in order to manage the risk. Letters will outline the arrangements for meals etc for each development. Please speak to your development staff to find out more.

Over the past few months, we have all made sacrifices to keep ourselves and loved ones safe. Now that effective vaccines are on the horizon and the hope of a return to more normality by next spring is growing, we must all consider carefully the risk that is associated with coming together for over the next few weeks. There is finally light at the end of the tunnel but we cannot let our guard down yet.

Wishing you all the best & Merry Christmas during these difficult and trying times.”

Snippets

Useful info

NHS 24 (for use if coronavirus symptoms worsen): **111**
NHS Inform (no symptoms but looking for Coronavirus advice): **0800 028 2816**
To keep up to date with covid restrictions in your area, please visit:
www.gov.scot/check-local-covid-level
COVID-19 Helpline for people in high risk category who do not have a support network at home: **0800 111 4000**

News and Information

Hanover is here for you throughout the festive season

Our Customer Service Centre is open 24hrs a day, every day for telecare and repairs emergencies.

Pull your cord or call 0345 604 4686

During the festive period, our office will be open on the following days:

Monday 21 December	9am-5pm
Tuesday 22 December	9am-5pm
Wednesday 23 December	9am-5pm
Thursday 24 December	Closed
Friday 25 December	Closed

Monday 28 December	Closed
Tuesday 29 December	9am-5pm
Wednesday 30 December	9am-5pm
Thursday 31 December	9am-5pm
Friday 1 January	Closed

Monday 4 January	Closed
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You can contact our offices on **0800 111 4646**.

Please note that the options you hear when you dial 0800 111 4646 will shortly be changing. You will be given three choices: press 1 for repairs, press 2 for housing and press 3 for anything else.



For a chat/friendship/advice

Silverline - 0800 4 70 80 90
Age Scotland - 0800 12 44 222

Listening services

CALM - 0800 58 58 58
Samaritans - 116 123

Struggling with fuel bills

Home Energy Scotland - 0808 808 2282

News and Information

Hanover's Board has made a decision on rent levels for 2021- 22

In October, we wrote out to all of Hanover's tenants to ask you to take part in the consultation on our rent levels for 2021-2022. XXX of you responded to the consultation, which accounts for XX% of our tenants, and we are hugely grateful to you for taking the time to do so.

The level of responses was up 19% on last year's consultation, which was excellent to see.

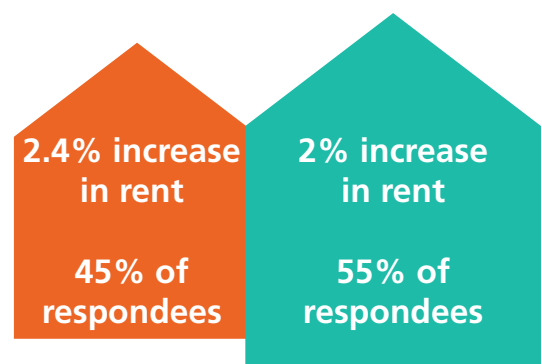


We hope that the videos and information provided on our website were useful to you and helped to shape a picture of how we work to achieve the best value with the rental income.

We also received some very helpful feedback on the style and content of the consultation document and we will take that into account ahead of next year's exercise.

The consultation set out two options for a proposed percentage increase in the rent. The two options were 2% and 2.4%.

55% of you indicated a preference for 2% and 45% for 2.4 %. [something about the returns that wanted 0% or didn't say what they wanted.]



We collected all of your responses into a report which went to Hanover's Board for consideration at their meeting on Thursday 26 November. The Board has decided that the **rent increase for 2021- 22** will be 2%, effective as of 1 April 2021.

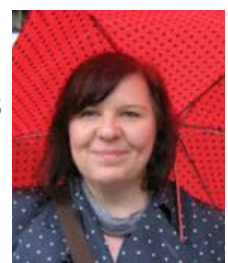
We will shortly issue your formal statutory rent and service charge notice, which will include the service charge applied to your development. You can expect that to arrive [when?]

New Director of Asset Management

Mark Farey, our previous Director of Asset Management left Hanover back in the summer and we have been working to find the right replacement. We are pleased to be able to tell you that Joanna Voisey will be joining us on Monday 22 February 2021 as Director of Asset Management.

Joanna comes with a wealth of experience in the housing sector including previous roles at Almond HA and Trust Housing. Dougie Gold will remain as acting director until Joanna joins us and he will be staying until March to handover and help Joanna get up to speed.

We're sure you'll all join us in welcoming Joanna to the organisation.



Keeping well over the holidays

Christmas and New Year can be a difficult time of year for many people and this year, we also face new challenges, unknowns and stresses over the festive period from coronavirus.

It is perfectly normal to be feeling a bit 'all over the place' at the moment. Our brains don't know what news to brace for next or what next month will hold. With the rollout of a vaccine, we can at least begin to see some light at the end of the tunnel but it is not a personal failing to be feeling tired and lacking focus; our minds are trying to prepare us for all eventualities. We will not feel like this forever so let's take it one day at a time and be kind to ourselves!

There is plenty of practical advice and support available, so there is no reason to suffer in silence. Take the time to connect with others, even just talking on the phone can have a huge impact. We have included some helpful telephone numbers in our 'Snippets' section.

Practical tips

Think about the little things you can do for yourself each day, like spending time outside or cosying up to watch a good movie.

Plan ahead and give yourself enough time to get any medication, food or household supplies you need.

It's okay if you are feeling anxious or overwhelmed, you're not on your own. If things do get too much, make sure to take the time to talk about how you're feeling.

Our physical health can impact how we feel, so don't forget to make time to move. Why not try The Cuppa Routine (left) while you are boiling the kettle?

Try not to compare yourself or your life to the things you see on TV or social media. You are not the only one who is finding things difficult.

Take it one day at a time.



Keep moving with The Cuppa Routine

Four simple exercises you can do in the time it takes to boil the kettle to help you stay strong and active.



10x Heel Raises

- Feet hip width apart, hold onto the work surface for support
- Raise your heels then lower back down slowly



10x Arm Raises

- Start with arms by side
- Lift up no higher than shoulder height, then lower (use tinned food as weights)





10x Sit To Stand

- Place the chair against wall or cupboards
- Sit on front third of chair-stand up, then slowly sit back down



10x Leg Raises

- Hold on to work surface or chair
- Keep feet facing forwards, lift leg to the side and lower slowly





Watch the full routine on YouTube: www.youtube.com/moveitorloseituk

Keeping well over the holidays

SAD

The darker winter months are known to affect how we're feeling. That's why, now more than ever, getting outside and embracing nature in the winter months is so important.

Being outdoors, even just for a few minutes a day, has been shown to improve your mood, help you relax and reduce any stress you might be feeling. In these stressful times, we should all try to make the time to get outdoors every day, or at least a few times a week.

Stepping outside is also a great chance to connect with others that you may pass on your walk. Even just saying 'hello' to someone outdoors can be great at helping to fight feelings of loneliness and make you feel connected to your community.

If the winter months affect you more than you think they should, you may be suffering from seasonal depression or Seasonal Affective Disorder (SAD). Trying to spend a little time outside every day can really help but you should consider seeing a GP if you think you might have SAD and you're struggling to cope.

Feeling anxious? Try belly breathing

By taking some deep breaths, we can help ourselves to feel more relaxed. If you do try one of these breathing exercises, pay attention to how you respond and stop if you feel uncomfortable or strange in any way.

Place one hand on your chest, and one hand on your belly (a few inches above the belly button) - try to breathe into the hand that is resting on your belly.

Place your hands on your lower ribs with middle fingers touching - if you are using your diaphragm, when you breathe in, the middle fingers draw away (just a few inches) from each other and when we exhale, they touch again.

Hug yourself with your hands on opposite shoulders (to stabilise the upper chest muscles and make it more difficult for them to be involved, which can help with sending the breath down).

Three-part inhalation (you can imagine taking three sips of air in) and a steady long exhalation. If you feel that the third sip strains your shoulders, feel free to do two instead.

Around the Houses

Residents and staff at **Varis Court** in **Forres** had cause for celebration recently as resident, **Verna Hubbard** celebrated her 100 Birthday on the 5 November.

Verna was treated to a special cake and balloons to mark the occasion, along with a birthday card from the Queen and gifts from family and friends. Verna has lived at Varis Court since 2016 and her special day was also featured in the Forres Gazette.



Around the Houses

We have been loving your pictures of Christmas decorations - please keep sending them in to Grapevine@hanover.scot or posting them on the Hanover Blether Facebook page.



These gorgeous decorations were posted by Manager Kathleen Ewart at **Mercer Court** in **Innerleithen**. What a lovely tribute to carers.



Even the elf on the shelf is following the Covid rules at **Aigan Court** in **Dufftown** - thank you manager Donna Smart!



Craig Wallace at **Hanover Court** in **Castle Douglas** posted this picture of the tree at the development entrance.



Issy Blackburn of **Glebe Court** in **Kingussie** showed us this gorgeous festive view at her window.



Beautiful table decorations courtesy of **Frances Ann Brown** at **Milnescroft Court** in **Fochabers**.



George Simpson at **Hanover Court** in **Tarves** has been busy putting up lots of lights and outside decorations at the development.



Karen Lambie sent us this photo of a fabulous tree at **Tollgate House** in **Armadale**.



Around the Houses

103 not out for Hanover resident

Molly Morris, a resident at **Chandlers Court** in **Elgin** celebrated her 103 birthday on Saturday 10 October.

The Covid restrictions meant that Molly couldn't meet in person with family or friends, but the staff at Chandlers Court were still able to celebrate the occasion with Molly.

Staff decorated the development foyer and placed banners, balloons and photographs at the entrance of Molly's flat. The staff had their best singing voices on and made the day as special as possible for Molly.

Molly was overjoyed by the celebrations and was grateful to the staff for making the day so special for her. We would like to congratulate Molly on achieving this milestone birthday.



Happy anniversaries at **Weavers Court** in **Whitburn**

It has been a bumper year at **Weavers Court**. They had a brother and sister celebrating their Diamond Wedding Anniversaries exactly one month apart.

Billy and Caroline Strachan celebrated their diamond anniversary with family in March 2020.



Both couples received their cards of congratulations from HM The Queen.

Sadly, **Charlie and Deverell Morley** (pictured above) had their party cancelled due to lockdown, but they managed to have a happy day nonetheless.

And finally, better late than never are **Wullie and Moira Marshall** (pictured below), who celebrated their Golden Wedding Anniversary in the lounge with their daughter by their side in November 2018.



Just for fun - Christmas Crossword and Sudoku

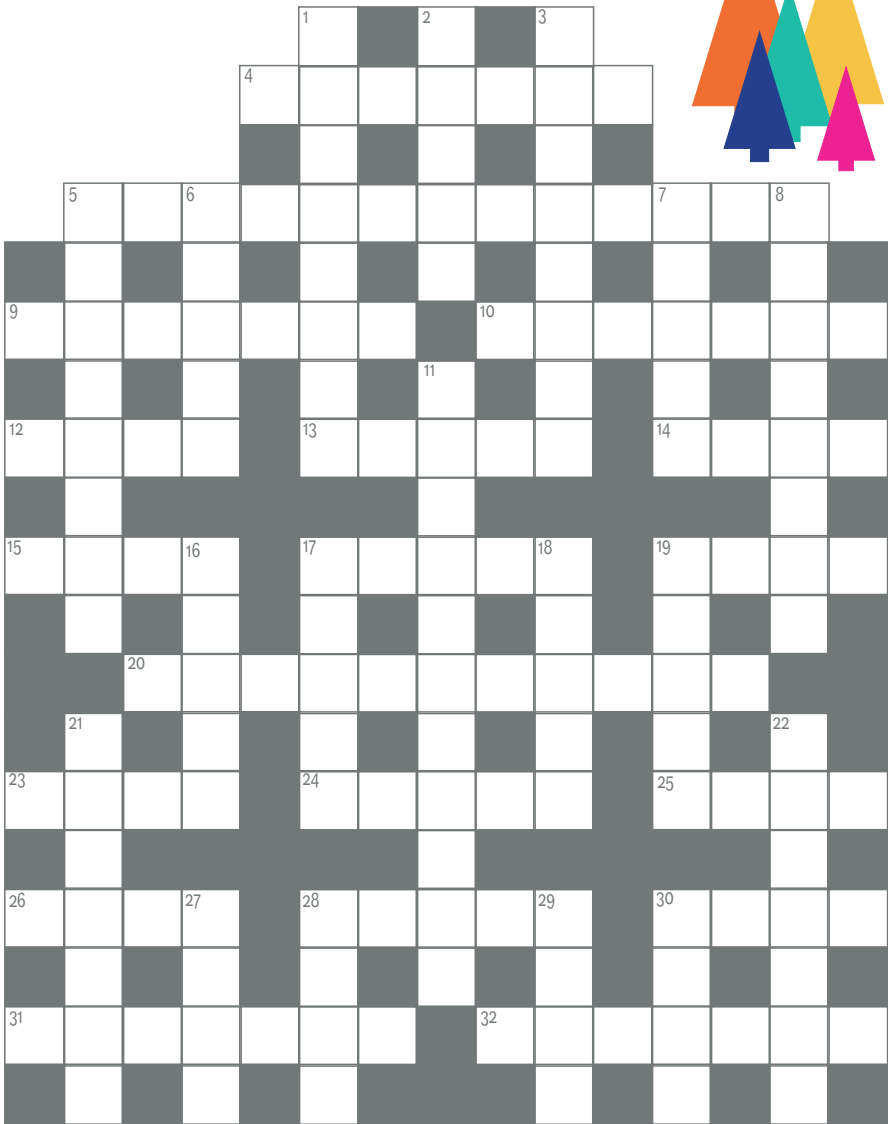


ACROSS

- 4 Pulled at Christmas (7)
- 5 Goes round presents (8,5)
- 9 Adore (7)
- 10 Stomach medicine (7)
- 12 Ice sheet (4)
- 13 Radio comedians of the 1950s (5)
- 14 Mixer drink (4)
- 15 & 16 Character in children’s story (4,5)
- 17 Fruit (5)
- 19 So be it (4)
- 20 Well-known carol (6,5)
- 23 Forest plant (4)
- 24 Cleft (5)
- 25 Heavenly body (4)
- 26 Potato (4)
- 28 Saying (5)
- 30 Piece of money (4)
- 31 Curiosity (7)
- 32 Spanish city (7)

DOWN

- 1 Dribbling (8)
- 2 Topping on Christmas cake (5)
- 3 Servings (8)
- 5 Knitted clothes (8)
- 6 Part of a church (5)
- 7 Chimes (5)
- 8 Pulls Santa’s sleigh (8)
- 11 Conviviality (11)
- 16 See 15
- 17 Zones (5)
- 18 Poet on whose work the musical ‘Cats’ was based (5)
- 19 Cricket trophy (5)
- 21 Inert gas (7)
- 22 Flavour (7)
- 27 Eating regime (4)
- 28 See 29
- 29 & 28 Prevents burnt hands in the kitchen (4,4)
- 30 Cot (4)



Fill in the grid so that every row, every column and every 3x3 box contains the numbers 1 to 9.

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