

Sanctuary
Supported
Living

retirement
communities

Resident magazine



Spring/Summer 2023

snapshot

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A welcome from Dave



Welcome to your Spring/Summer edition of Snapshot!

I'm Dave Shaw, and I'm Sanctuary Supported Living's new Operations Director, following Sara Keetley's retirement back in February. I've been at Sanctuary since 2013, my most recent job role being Head of Growth and Business Development.

I've had a busy first half of the year, and since I've spent as much time as I can getting out and about, it's been great to chat to so many of you and hear first-hand what you think of our services.

This is my first edition of Snapshot and it will also be my last, but don't worry because you can look forward to a digital newsletter style of resident communications so we can share even more of your good news on a more regular basis. Plus, we'll be saving trees in the best interests of our sustainability values. Win-win! Keep an eye out for more details in your service, on our website, and on our Facebook page.

You'll be pleased to know that we've launched an area on our website specifically for customers where you can find useful information to help you manage your home, and you can stay up to date with Sanctuary's campaigns and resident engagement activities. See page 5 for more details.

Enjoy reading about some of the wonderful activities and events from across Sanctuary Supported Living – it's been a quite a year already!

All the best,

Operations Director – Sanctuary Supported Living

Tanya's story

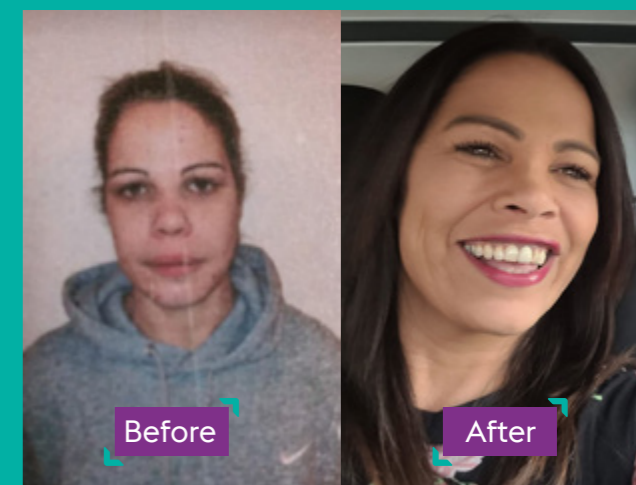
spotlight
feature

In 2010, after struggling for many years, Tanya's addiction spiralled out of control. Her marriage collapsed and she was forced to live rough, either sleeping in her car or surfing sofas.

When Tanya met staff from Howell Road, it was the first time that she had talked about the power of addiction. Working through her feelings of guilt and shame, Tanya accepted that she wasn't a bad person – she was gripped by addiction issues and needed help. But the road ahead was long, and she spent the next few years getting clean before relapsing and starting again.

Tanya said: "I met with my Project Worker regularly to set small goals, I attended support sessions where I learnt to budget and manage a tenancy, and I got involved in resident activities. Once I was achieving my smaller objectives, I started looking ahead at longer-term goals like being debt free, and I even started mentoring others who were struggling too.

The day I moved on from Howell Road, the manager said to me, "When are you coming back to do support work?". When I landed a job as a Project Worker three years later, the next chapter of my life began.



My proudest moments have been when I've told a customer, "Me too, you're not on your own," and I've seen a glimmer of hope return to their eye. But that's why supported housing is so important. Supported housing breaks down barriers, instils belief, and shows empathy, care, and compassion along the way.

I'm now Deputy Local Service Manager at Howell Road, and I can honestly say that supported housing absolutely saved my life. For that, I am forever grateful."



Ready Steady Grow is Sanctuary Supported Living's annual resident gardening competition. This year's theme is 'How Does Your Garden Grow', meaning all entrants can be as creative as they like when transforming their outdoor spaces. The winners will receive a certificate, a special trophy and a B&Q gift card – worth £250 for first place and £100 for the runner up.

The online public vote will be open from Monday 14 August to Monday 21 August, and we've had lots of amazing entries, so make sure you keep an eye on the Ready Steady Grow page on our website and vote for your favourite!

Haverhill homelessness service shares community kindness

Haverhill Homeless Supported Housing is part of Lidl's 'Feed It Back' network, which encourages customers to tackle food poverty by donating long-life food. From the donations, emergency food parcels are made up for people who move into Haverhill Homeless Supported Housing.

Staff were overwhelmed by the community's generosity, so decided to spread the kindness by passing on a whopping 167kg of food to the Haverhill Foodbank, and supporting more local people in crisis. In exchange, the foodbank donated twelve personal essential welcome packs, containing toothbrushes, toothpaste, deodorant, soap and washing powder, to the homelessness service.

Specialist Project Worker, Paula Chadwick, said:

"We're touched at the kind-heartedness of the community who have been so good to us with their donations! When we realised we had food to spare, we decided to pay it forward and help others in the community."



'We invest in people' gold accreditation

We've been awarded an Investors in People accreditation for the second time! Following an unbiased and independent assessment of our people, practices and outcomes, we will now retain our gold standard until 2025.

The report highlighted that our teams have a "shared passion in delivering high-quality, person-centred services". Only 17% of organisations achieve gold, so this accreditation is something that we can all be very proud of.



Moreton Court sparks life into community with new defibrillator

With the help of the local community, staff and residents at Moreton Court retirement service in Bideford have been hard at work raising money for a defibrillator. They hosted a bingo night, alongside a raffle, which was well-supported with donations from residents and local businesses alike, and raised an impressive £1250.

The new defibrillator was unveiled by the mayor, Councillor Jamie McKenzie. Wellbeing and Inclusion Assistant, Jackie Croxford, said: "We were delighted to welcome the Mayor of Bideford for the unveiling. It was a really proud moment for us all, and it will ensure that life-saving equipment is easily accessible to our staff, the emergency services, and the local community."



Check out our new website

The rebranded and refreshed Sanctuary Supported Living website is now live, combining the information provided on the previous Sanctuary Supported Living, Sanctuary Retirement Living and Sanctuary365 websites.



Eating well for less



We're committed to supporting you with your financial wellbeing and doing what we can to help you take control and make the most of your money, despite the rising cost of living.

As part of this commitment, our Hospitality and Catering team have created a free 'Helping You Eat Well for Less' recipe book and guide. They contain helpful information and advice, alongside simple, tasty and nutritious recipes which can be cooked on a budget, so you can eat well for less.

Take a look at page 15 for one of the recipes from the book - a delicious chicken risotto.



It also features a brand new 'For Customers' area, which includes a section which is designed to help you manage your home, a section featuring useful links and resources, and a section which tells you all about Sanctuary's campaigns and resident engagement opportunities, including how you can take part and get involved.



Awards

The past few months have seen a whole host of awards success for our supported living services and retirement communities.

THE LEARNING DISABILITY AND AUTISM AWARDS



We had three amazing finalists at the Learning Disability and Autism Awards:

- » The Supported Housing Award – Oak Lodge
- » The Making a Difference Award – The team at Station Mews
- » The People's Award – Steven Sharp, resident at Cleves Road

You can read more about Steven on the opposite page.



THE HOUSING WITH CARE AWARDS



As well as Sanctuary Supported Living being named as a finalist for the Employer Award, we were overjoyed to have seven other finalists for the Housing with Care Awards, including three incredible winners!

- » The Care Team Award – Sussex Avenue
WINNER
- » The Housing Manager Award – Jane Prior, Weston Foyer
WINNER
- » The Care and Support Worker Awards – Charmayne Russell, Ashfield Court
- » The Frontline Leader Award – Keira Harrison, Thurrock Teenage Parents Supported Housing
WINNER
- » The Housekeeper Award – Barbara Lowe, Brighton and Hove Foyer
- » The Team Leader Award – Granit Rudaj, Sidegate Lane
- » The Outreach Community Service Award – Cambridge Mental Health Services

DJ Steve mixes it up for World Down's Syndrome Day

Steve has lived at Cleves Road learning disability service for almost 6 years. When the team discovered he had a passion for music, they encouraged him to enrol on a music course, and when Steve told them that he would like to become a DJ, they were keen to support him to achieve his goal.

His first booking was for a local World Down's Syndrome Day event in 2020, which was unfortunately cancelled due to Covid-19. Instead, Steve took the opportunity to build his collection of music and DJ equipment, while honing his mixing skills.

He finally played for the World Down's Syndrome Day event in 2022. His DJing business has since gone from strength to strength, with him being chosen to DJ at the same event again this year, as well as for the local Learning Disability Week celebrations, and even being named as a finalist in The People's Award category at the Learning Disability and Autism Awards, in recognition of his personal progress.



Getting creative

We've been very impressed by the creative flair shown by residents recently. At Jazz Court, residents tried their hand at felting and making these beautiful batik art bags. They've also been busy knitting and knattering to make a patchwork blanket, including Alan, who first took up knitting at school over 70 years ago!

At Whitley Court, residents got together to make this lovely Spring-themed decoupage collage, while Jeremy at Station Mews painted these beautiful foxes.



Cooking up a storm

If you're feeling peckish, we hope you'll be inspired by some of the delicious dishes that have been prepared by residents recently. There were eggs a-plenty as residents at Queen Elizabeth Way made Spanish omelettes, and everyone at Brighton & Hove Foyer had a flipping great time making pancakes.

At Shaftesbury Court, Simon whipped up a corned beef hash, and then lots of residents all got a 'pizza' the cooking action! And what better way to finish a good meal than with a sweet treat – this cake, which was hand-decorated by Janice at Tilmore Gardens, looks just the ticket.

Lots of you have also been trying out our new Eat Well for Less recipe book – Queen Elizabeth Way residents put some newly-donated slow cookers to good use making sausage pasta, residents at Fern Court made a fin-tastic fish pie, and at Jazz Court, they made tasty pork and apple burgers. Turn to page 15 to find a delicious risotto recipe you can try yourself.



Eggs-tremely good Easter fun

Residents across our services got into the Easter spirit. Jazz Court residents had an Easter-themed craft session, decorated eggs and held an egg-rolling competition. At Centurion House, they made bunny-themed rice krispie cakes, Poplar House residents got crafty with sock bunnies and woven paper eggs, and there were multiple bunny sightings at Millbrook House's Easter party.



Some light Comic Relief

Our services are always keen to support a good cause – and Red Nose Day is no exception! Residents and staff at Fern Court, Exning Court, Culvery Court and Oleander House all joined in to do something funny for money and support Red Nose Day.



Taking Pride in diversity



To celebrate Pride month, Stanier House residents joined hundreds of others to march at Essex Pride in Chelmsford as the city became awash with colour.

Residents and staff marked Cultural Diversity Day by dressing up in traditional clothing, talking about each other's cultural heritage, and enjoying delicious food from around the world – including at Victoria Way, Sarnes Court, Stepping Stone Court and Station Mews.



A right Royal knees-up



The historic occasion of the royal coronation of King Charles and Queen Camilla was the perfect excuse to get together and party!

Here's just a taster of some of the celebrations from Baskeyfield House, Trellis House, Lawley Bank Court, Poplar House, Roman Ridge, Fern Court and Station Mews.

Let the good times roll



We don't always need a special occasion to have a good time and keep busy. At St Bartholomew's Court, residents enjoyed a 'Glitz and Glamour' event with a performance from the Bling Crosbies, and at Baskeyfield House, residents had a night out watching Swan Lake.

Banjo Man's music filled the air at Baird Lodge, Steven from sensory therapy charity Worcester Snoezelen paid a musical visit to Nickleby Road, and Shaftesbury Court residents tried out the ukulele.

Some residents got a taste of the nautical life – at Tilmore Gardens, it was all hands on deck as they helped to steer their boat along the River Hamble, and at Moreton Court, residents celebrated a relaxing canal journey in a horse-drawn barge.

Shaftesbury Court residents also enjoyed officially opening their refurbished home to family and friends with a fun open day, including a visit from their favourite superheroes!





Community spirit

Supporting local causes and being supported by others in return gives a nice sense of community.

Several services have made great links with their local supermarkets, with Station Mews residents receiving Easter eggs, Church Road residents receiving plants and seeds to support their Ready Steady Grow entry, and Moreton Court residents receiving some lovely garden goodies.

At Brighton and Hove Foyer, a community fundraising day saw them raise £285, and at Lawley Bank Court, kind-hearted residents and staff donated toiletries and nightwear to a local women's refuge.



A walk on the wild side

Therapy dogs have been paws-itively delightful visitors, with Reggie, Bailey and Marley stopping by at Corner House, Shaftesbury Court and Brighton and Hove Foyer.

At Station Mews, residents met a whole menagerie of creatures, great and small, including reptiles, tiny hedgehogs and

huge fluffy alpacas who were almost as tall as them! The beautiful Mookie and Woo brought smiles to the faces of everyone at Oleander House, while residents at Ness Court showed no fear while holding bearded dragons and even putting snakes around their necks!



Getting into character

There's nothing like dressing up to help bring stories to life, so for this year's World Book Day, Roman Ridge residents and staff took the opportunity to dress up as their favourite fictional characters, including Mary Poppins and Harry Potter!



Achievements

We always love sharing people's achievements, so be sure to let a member of staff know if you've achieved something you're particularly proud of.



« Daniel, has been smashing his life goals - he's finally joining the army after months of hard work at Baynard House. Well done, Daniel!



» Withipoll Street residents, Sophie and Dalal, have seen their hard work pay dividends, as they've both had their university applications accepted to study filmmaking and acting from September. We wish them all the best with their studies!



» The name's Bond... Jayn Bond! 70-year old Jayn, who lives at Baird Lodge in Ely, has been busy making 2023 a year to remember. She recently braved an indoor skydive and enjoyed a visit to Wimbledon's centre court. We're so impressed with her determination and adventurous spirit. You can find out more about Baird Lodge's very own Bond Girl in our "10 questions" feature on the final page.

Chicken Risotto

This tasty recipe is from our Eat Well for Less recipe book, which you can find on the 'resources' page of our website. It's cheap, healthy and easy to make – and it tastes great too!

Ingredients

- » 1 tbsp oil
- » 400g chicken or meat-free alternative, diced
- » 1 onion, chopped
- » 1 chicken or vegetable stock cube, dissolved in 500ml of water
- » 250g arborio risotto rice
- » 100g vegetables – sliced mushrooms, green beans or peas, or sweetcorn
- » 1 tsp spice (e.g. turmeric)

Method

1. Heat the oil in a large saucepan, add the chicken (or meat-free alternative) and onion, and fry until browned.
2. Add the stock to the pan.
3. Add the rice and stir until translucent.
4. Add the vegetables and spice.
5. Simmer very gently for about 20 minutes until the rice is tender and all the liquid is absorbed.



Have a go!



Celebrations and birthdays

Residents at Tilmore Gardens in Petersfield were simply spellbound by Antonia's magical Harry Potter-themed birthday party. Then, a month later, everyone had a hoot for Janice's owl-themed birthday celebrations.

There were big congratulations for Fred and Brenda at Baskeyfield House, and Dennis and Kath at Jazz Court. Both couples celebrated their 70th wedding anniversaries, marking the incredible milestone with a delicious cake and a special letter from Their Majesties King Charles and Queen Camilla.



10 »»» questions

In this edition of Snapshot, we spoke to Jayn Bond, who is a resident at Baird Lodge, a retirement community in Ely.

Q1. How long have you lived at Baird Lodge, and what do you like most about it?

I moved here in November 2022. I like the friendly atmosphere, the feel of community and the professionalism of the staff. I always look forward to coming home.

Q2. How have staff supported you and how does it help?

The staff made me feel very welcome when I moved in, and I am always able to talk to someone if I need to. It really helps, because I feel they know me and care about me.

Q3. What have you achieved in the last twelve months that you're most proud of?

I've walked two miles a day, at least six days a week, since January 2021. It takes me around 32 minutes and I go out whether it's rain or shine.



Q4. If you had a superpower, what would it be and why?

I've always loved flying - I did indoor skydiving for my 70th birthday, I've flown a light aircraft and a glider, and I've been in a helicopter, a microlight, and a hot air balloon. I also did parascending, which involves flying with a parachute.



Q5. Tell us one thing not many people know about you.

I spent around two years working in the UAE, training people to work as Human Resource professionals. It was around the time of the Gulf War, so my family were concerned, but the people were lovely, and it was a great experience.

Q6. What is your favourite film of all time and why?

The Vow. Apart from the obvious attraction of Channing Tatum - it's a true story about a woman who suffered memory loss in an accident, including not remembering her husband. A must-watch film!

Jayn Bond



Q7. Which famous person do you most admire and why?

Ashley Banjo from the dance group Diversity. He's a very inspirational and talented man, who lives by See it, Believe it, Achieve it. I've seen Diversity twice and I'll see them again in 2024.

Q8. What animal best represents you?

A chameleon, as I can adjust to many different environments - either blending in or standing out.



Q9. What's your guilty pleasure?

I watch quite a few American police and medical dramas - I love them as escapism. I have watched all 19 series of Greys Anatomy!

Q10. What are you grateful for?

Family - family - family.

