



Hanover Inpractice

Volume 1 ■ September 2009

Putting residents first

 hanover

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Foreword

Hanover's greatest strength comes from our specialist perspective – providing housing and related services for older people. For many of our residents, myself included, their housing choice is not based purely on location or design; but also the lifestyle gained from living in our Retirement or Extra Care housing.

Isolation, loneliness and concerns about security often, sadly, prevent older people from enjoying retirement and making a positive contribution to their community. At Hanover we are extremely proud that we don't just offer good quality housing and support services that help residents maintain independence and dignity; but we also have a unique role in supporting them to be active. Activity in retirement is critical to well-being and general health – not to mention enjoying life!

For the majority of residents the work of Hanover's local Estate Managers improves their daily lives and can make all the difference. Hanover Inpractice is a wonderful celebration of some of the activities and events that happen across Hanover's estates – showcasing a few of the best examples and the positive outcomes.

Many of the case studies in this publication, which I am proud to introduce, have been helped by Hanover's annual 'Greenshoots' fund – established to promote activities and improvements on estates. The engagement team has been inundated with applications.

At Hanover we always remember why the organisation exists and what is important to residents – feeling good about where you live can be a consequence of being involved and recognised, as well as where you choose to live. Hanover Inpractice is a timely reminder of the hard work, commitment and skills of local staff responding to what residents want.



Brenda Jones, Resident Board Member

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Getting
involved

Hanover estates are genuine communities – it's what attracts many of our residents to retirement housing.



But joining Hanover certainly does not mean leaving the wider community behind. We believe it's very important that our residents get out and about – and that our estates welcome non-residents too.



This chapter illustrates our special Hanover community spirit. It also shows potential residents and other local people that retirement housing is a positive choice.

Whether it's heartwarming acts of neighbourliness, raising money for good causes or forming friendships with young people; there are so many ways our Estate Managers and residents enrich the wider community.



#1

HANOVER HOUSE, WALTON ON THE NAZE

Blitzing the generation gap

How do you help to bridge the generation gap? Residents from Warde Chase, Walton on the Naze, and children from nearby Hamford Primary School had a go by recreating a VE Day celebration.

Estate Manager Anne Reggione organised the event to celebrate Older People Appreciation Day and invited Headmaster Ken Blake and his pupils along.

Residents and the children helped to cook cakes and war-time recipes for the knees-up. But they also got a taste of the Blitz experience by learning how to 'black-out' windows. And as they arrived pupils had luggage tags attached to them, like children evacuated during the war.

Residents showed the children their old

“It was a great day and we still talk about it.”

– Anne Reggione, Estate Manager

photos and medals, and put on some old films. The pupils even got their hands on the remains of a bomb.

The children had a very practical history lesson – and one they thoroughly enjoyed. Their headmaster declared that they had had 'a hoot'. Anne Reggione agrees and said, 'It was a great day and we all still talk about it!'

There are plans underway for the children to play hosts at their school, as both generations enjoyed each others' company so much.

#2

ROYTON HALL PARK & ROYTON CROFT HEAD, ROYTON

Bowled over



Royton Hall Park and Royton Croft Head (both in Royton) have been playing host to the annual 'Hanover Shield' bowling competition since 2002.

Sue Tuffy manages both estates. She's a crown green bowler and started a

competition involving residents as well as the local community. The competition is a full-day event and always takes place during the school holidays so that local children can join in too. Sue advertises the event in her local bowling greens – prize money is provided by Sue's local contractors as well as Hanover. The 'Hanover Shield' is returned every year with the winner's name engraved, and Sue also gives a trophy to the best junior.

Crown Green Bowling is gentle, non-strenuous exercise so residents of all abilities can get involved in some friendly, albeit serious, competition!

This particular initiative not only promotes health but also gets the community together, even if it's not on Hanover's turf. In fact, Sue says that people don't have to bowl to attend – they can just come and watch (and eat her yummy food of course!).

“Residents of all abilities can get involved.”

– Sue Tuffy, Estate Manager

Getting involved



#3

HANOVER COURT, DIDCOT

The Lunch Bunch

School dinners can't be that bad – residents of Hanover Court, Didcot, regularly opt for them! That's because it's an opportunity to catch up with children from nearby Hagbourne Primary school.

Estate Manager Denise Brant was keen to help her ageing residents get out more. Residents loved having Hagbourne pupils over for annual Christmas carols so she asked the school if they would be happy to play host instead. Denise liaises directly with head dinner lady, Edda, and they jointly arrange six weekly visits. Residents are paired with a pupil for about an hour and a half for lunch and a chat. The mini-bus trip and dinner costs the residents around a fiver – but Denise says 'they always come back in a lighter mood!'

“The residents always come back in a lighter mood.”

– Denise Brant, Estate Manager

The initiative is viewed as a privilege for the children, who take their host role seriously. The residents are often paired with the same child, usually aged eight years and upwards, and they chat about anything from school art projects to what's on the telly. All residents, regardless of their health, are able to go along. And for some pairings, it might be the closest they each have to a grandparent and child relationship.



WAVERLEY COURT, PORTISHEAD

The time of our lives

“It was great meeting the children and I very much enjoyed their singing.”

– Arthur Harris, Resident

New residents at Waverley Court were helped to settle in by pupils from Portishead Primary school.

Together they laid a lasting memento for their new home – a time capsule. The capsule included various items of local, historical and cultural significance, including bus tickets, newspaper clippings, photos and pupils’ drawings. This was later buried

in the grounds at Waverley Court.

The residents were also treated to a song and dance show by year four children before they all tucked into afternoon tea and biscuits.

Estate Manager Rowena Hindle organised the event and the residents really enjoyed the afternoon. Youngest resident, 57 year-old Arthur Harris said, “they were little darlings, it was great meeting the children and I very much enjoyed their singing.”

Waverley Court hopes to develop further initiatives with Portishead Primary and residents are looking forward to meeting more of their new neighbours.

→ **What would you put in your time capsule?**

Ladies who shop

Residents in Bowes Lyon Close, near Windsor Castle, have a 'good neighbour' scheme thanks to helpful active residents and their Estate Manager Joyce Hill.

Evelyn, Edith, Olive, Freida, Moira and Sakina are happy to make themselves available to fellow residents who are less mobile or who are feeling poorly. They gladly pop to the shops for light shopping, prescriptions and other bits and bobs. Residents can call upon one of the ladies directly or they can ask Joyce for assistance, who herself is one of the 'good neighbours' - she'll then check who's available.

The initiative has been in place for a couple of years now. Joyce reckons that having designated 'named' neighbours means that residents who do need the occasional helping hand don't feel so shy about asking for it.

Bowes Lyon Close is keen to join up with the local community too; it's teamed up with Age Concern for regular minibus trips to Asda and their local friendly bobbies Graham and Lou always make sure they are patrolling nearby when the Social Committee lays on an afternoon cream tea!



The good neighbour scheme costs nothing to implement - but then you can't put a price on neighbourliness can you?

➔ **How can you be more neighbourly?**

“Now residents don't feel so shy about asking for help.”

- Joyce Hill, Estate Manager





#6

HANOVER GLEBE, NUNEATON

“Youth made amends now!”

“The residents weren’t like I imagined!”

– Ben

Estate Manager David Burns helps out his local youth offending team in his spare time. He saw an opportunity for a first time offender to help out residents on his estate.

He arranged for 14 year old Ben*, who was interested in working with older people, to undertake his 10 hours ‘reparation’ service under David’s supervision. The estate’s lounge needed a make-over as it had become quite shabby – the perfect project!

David consulted his residents about the placement – Ben committed a low-level crime and was considered low risk. Once reassured,

the residents were very positive and keen to help. They chatted to Ben during breaks and were very pleased with his work.

The initiative was mutually beneficial and also helped to bridge the generation gap. Ben was apparently very taken aback by the diversity at the estate as he previously had a certain view of older people and of retirement housing. The residents were very glad to have been involved and they are more than happy to help a youth offender again.

David reckons that any Estate Manager can establish links with their local youth offending team (YOT) – an onsite risk assessment will be done beforehand and a member of the YOT will supervise the young person at all times.

→ You can find your nearest team by logging on to www.yjb.gov.uk

**name changed to protect identity*



#7

VIOLET ELVIN COURT, NORWICH

Rally for a good cause

Residents at Violet Elvin Court, Norwich, fundraise every year for a charitable cause. The residents' social committee recently chose the East Anglian Air Ambulance Service – and picked sunny yellow for this year's colour theme.

Air Ambulances don't receive any government or lottery funding, but need £3 million each year just to keep going in daylight hours. The residents are already well on course for their £1,500 target. Fundraising is a year-long activity, but their main event is a scooter and wheelchair rally, where all residents can take part in a sponsored trip around the park and shopping centre.

Estate Manager Mike Alpine is at the heart of the efforts. But residents' friends, relatives, participants and pushers – and Mike's wife Greta – also give up their free

“The event brings residents together in a fun way, and this year gave them an excuse to wear silly yellow wigs!”

– Mike Alpine, Estate Manager

time to help. The rally is accompanied by local bobbies too.

The rally alone raised £650 from collection boxes and sponsors. Not only does a fantastic cause benefit, but all 52 residents come together in a fun way – and this year gave them an excuse to wear silly yellow wigs! Previous causes have included a Children's Hospice and Breakthrough Breast Cancer. Watch out Norwich for the next rally!

Turning over a new leaf

“It was very easy to arrange – the probation service was very helpful.”

– Jenny Sparkes, Estate Manager

Hanover Court, Elmswell, received a Greenshoots grant to get their garden up to scratch. But while they had cash for materials, they needed help with the hard graft.

Estate Manager Jenny Sparkes had a brainwave and contacted her local probation service to see if they could help. They were actually short on placements and very keen given Jenny had a particular project in mind.

Jenny was sensitive to residents' possible concerns and spoke to them in detail. They were happy to give the idea a shot – as long as the right person could be found and they could end the agreement if need be.



The match turned out to be perfect – a 32-year old first time offender, Dan*, who was considered very low risk and had been given a 250 hour community service order. He worked full-time though, so was only available on Saturdays. Jenny supervised him for the first few sessions, and then a resident offered to take over.

The residents were delighted with Dan and his work. The garden's sloping flower beds had been neglected and had begun to spill onto the walkway. Dan built a low wall to hem in the beds – no easy feat – but he also spruced up communal areas and did some freebie work for individual residents too.



Dan really appreciated the warm welcome he received from residents. After his order ended, he hired a mini-bus to take them to Great Yarmouth for the day to say thank you.

The residents enjoyed having a regular helper and say they'd like to try the service again.

→ Local probation services can be found at www.probation.homeoffice.gov.uk

**name changed to protect identity*



Going
green

Hanover knows that being green is important.

We were the first housing association to sign the Third Sector Declaration on Climate Change. And our staff Environment Champions work hard within our offices to minimise our carbon footprint.



We ensure that our new homes and buildings meet or exceed requirements set out in the Code for Sustainable Homes. And the 'Hanover Quality Standard' aims to improve sustainability on our existing estates.



Residents are becoming increasingly environmentally aware too. The examples in this chapter often involve small changes – but they add up to a big green impact! The

changes have also involved or been pushed by residents – showing that they really are helping to drive this agenda at Hanover.

“We’ll never
run out of
water now!”

– Felicity Danby, Estate Manager

Ever felt that lots of rainwater literally goes down the drain when it could be put to good use? Residents in Lincoln discovered their local council was keen to help them channel this wasted water somewhere useful.

Felicity Danby, Estate Manager at Chestnut Court, contacted her local council’s Community Environment Coordinator and discovered they were able to get £250 towards installing water butts.

After a bit of research she and the residents calculated that this money would pay for five butts – and even the cost of installing them!



#9

CHESTNUT COURT, LINCOLN

No ifs, no butts – just recycle!



As they collect rainwater from the roof of the estate, the water butts are always full. Many of the residents are keen gardeners and the butts keep them constantly supplied with rainwater – this not only helps keep the plants well watered but plants prefer rainwater and so are actually healthier as a result. This of course also saves residents money on their water bill.

Luckily Lincoln gets plenty of rain, so with five water butts they shouldn’t run out. Local councils can offer quite a bit of help with going green so it’s always worth asking.

#10

HANOVER COURT, CAMBORNE

Reduce, reuse, recycle!

“Residents help each other by taking recycling down for those less able.”

- Elaine James, Estate Manager



The residents at Hanover Court, Camborne have always been very active. Their resident association was one of the first to be recognised by Hanover. Every year they raise money for different charities and for the estate by having fetes, entertainment evenings and numerous other activities.

The residents appreciate the importance of recycling. Unfortunately, previous attempts to ‘reduce, reuse and recycle’ had not gone well as there had been some health and safety issues with the arrangements.

But where there’s a will, there’s a way. The residents wanted to try again and realised they might be able to get a Greenshoots grant for help to buy proper facilities. Elaine James, their Estate Manager, gave them a hand with their application.



Happily, the bid was successful and Camborne residents now have a fantastic area where all sorts of items can be recycled, including foil, cans, glass, paper and plastic.

Everyone is having a go. Some residents find it tricky to take their materials down to the new area, so their more mobile neighbours help them out and take double the load if necessary!



11

HANOVER WALK, STORRINGTON

Potty People

Estate Manager Val Harber encourages residents at the Storrington estate to come up with a craft initiative every year. In 2008, an idea for flower pot people emerged. The residents trawled their shed and local charity shops to collect used flower pots and other bits and pieces to reuse.

In a matter of weeks the 'Potty People' were born. The fun creations are now living around the estate for the whole community to enjoy. They have even had a coach load of visitors from Canada and the local RAF nursing home drop by to see them!

Children on their way to school are often heard commenting on the Potty People, especially when they have been on the move again around the estate.

The estate has just won 'Storrington in

“Children are often heard commenting on the Potty People, especially when they have been on the move again!”

- Val Harber, Estate Manager

Bloom' and no doubt the Potty People helped the judges to decide this was the best garden in the whole community.

So if you're ever wondering what to do with your old unused flower pots, now you know. The idea could really catch on, so watch out for more Potty People coming to a place near you!



#12

BLAYS CLOSE, ENGLEFIELD GREEN

Green door

“I’ve never had a kitchen like this!”

– Mrs Biss, Resident

Getting a new kitchen is very nice – but what happens to all the old cupboard doors? Unfortunately they’re usually taken away in skips – ultimately ending up in landfill sites. At Englefield Green, Hanover staff and Moore’s Kitchens came up with a better idea – why not recycle them?

Moore’s work in partnership with Chiltern Wood Recycling to enable all chipboard to be taken in a weekly collection, processed into compressed pellets and then used as fuel for wood-burning boilers. The scheme’s been so successful that Moore’s and Hanover are

looking to recycle all the cardboard packaging too when the next batch of kitchen refurbishments on the estate begins.

Mrs Flynn, Mrs Biss and Mrs Carter, are extremely happy with their new kitchens and pleased the old units have been put to good use. Mrs Biss, who has lived at Englefield Green for over 20 years, was thrilled, saying, “I’ve never had a kitchen like this!” Estate Manager Jackie Wellbelove hopes to see this happening on many other Hanover estates.

This isn’t the only way residents at Englefield Green have been environmentally friendly – residents Tony Barrett and Pam Balster have been busy in the garden growing tomatoes, apples and vegetables. Other residents have also managed to get a water butt.

Hopefully some of these ideas will catch on at other Hanover estates!



#13

DANBURY GARDENS, LEICESTER

Danbury Diggers

Danbury Gardens, an Extra Care estate in Leicester, has a good relationship with the local learning disabilities team.

The estate is quite new and the garden needed a bit of character. The team arranged for some of their young people with learning disabilities to help out the residents.

Supported by a shed and a couple of greenhouses, the Danbury Diggers were born! They started by weeding and clearing but this soon escalated to growing flowers and vegetables and assembling hanging baskets. Before they knew it, they'd set up a market stall at the front of the estate to sell their produce to the local community!

Sales help to cover any costs, and the community benefits from more than just the grown goods! Frailer residents love following the communal garden's progress and have

“The whole community benefits from the produce.”

– Cheryl Johnson, Estate Manager

support to get involved themselves too. And the young volunteers have gained much needed confidence, experience and social skills.

The Danbury Diggers continue to go from strength to strength. They've been busy building a polytunnel and compost heap to supplement their shed and greenhouses. The next project is a scented garden which will really benefit visually impaired residents.

The Danbury Diggers are a great example of a community working together – with a variety of rewards!



#14

HANOVER COURT, KEIGHLEY

Waste not, want not

“It’s good to see waste being put to good use.”

– Annette Shepherd, Estate Manager

Residents at Hanover Court in Keighley knew there must be something useful they could do with their kitchen and garden waste.

Estate Manager Annette Shepherd did some internet research and found the answer – a compost bin! All the residents decided to go ahead and buy a bin, and so the composting began.

The compost bin has been well used and since getting it the residents put in a successful Greenshoots application for help with new raised flower beds. The compost helps to keep the beds and other plants looking bloomin’ great!

Many of the residents work together to look after the new plants and flowers – which are a pleasant sight for all the residents.

The Keighley estate has also been ‘going green’ in other ways with their six recycling bins for paper and glass – these are well used and are often full up when the council arrive to empty them!

It just goes to show what you can do when lots of people are keen to go green!

Eco-gardener's world

Residents at Hanover House, Gosport, have long enjoyed their garden. Over the years, individuals have donated chairs, tables, benches, hanging baskets and even a shed! After getting funds for raised beds the residents set their sights on an eco-friendly garden.

With the help of the Golden Girls Social Club and Estate Manager Brenda Bloxsom, they began raising money. The estate has always hosted events to raise money, including an annual garden fete that is open to the whole community, car boot sales and garden sales. They've even had a variety of old items donated which they cleaned up and sold for a profit of £450!

With the money raised, and a £965 Greenshoots grant, the estate plans to create a garden where they can grow their own plants and vegetables for everyone to share.

They will be getting a composter, water butts, cold frame, solar security lighting and, most importantly, a wheelbarrow to carry all the produce home!

With an active gardening group, the Golden Girls are bound to be selling their produce to the whole community before long!



“You can't beat growing your own food!”

– Brenda Bloxsom, Estate Manager

#16

HANOVER LODGE, BRIDLINGTON

Life on the 'wild' side

“Several people have said how much they enjoy watching all the wildlife.”

- Pauline Atkinson, Estate Manager

New faces started appearing at Hanover Lodge when residents Doreen Matthews and Anne Fenton started to spend more time tending to the garden!

The estate wasn't used to wildlife neighbours, but hedgehogs, rabbits and a lot more birds definitely seemed to be attracted by the garden improvements.

It got the residents thinking about other things they could do to attract even more wildlife. They started to put bird food out and they increased the number of plants, particularly in the centre of the garden, as extra shelter for the animals.



Pauline Atkinson, who has been an Estate Manager with Hanover for over 25 years reckons the improvements are great, particularly for those residents who can't get out that much. She says residents are full of praise for the new-look garden and they enjoy watching all the new wildlife.

The residents have also applied for Greenshoots funding to do all sorts of other garden things - including growing more in tubs, boosting plant numbers and adding trellis.

Residents are now looking forward to eating their home-grown strawberries, tomatoes and green beans - while watching the hedgehogs come and go!



Life is
for living



Reaching retirement certainly doesn't mean sitting back. It's an opportunity to try all those things that may have been put on the back-burner. Living at a Hanover estate means retaining independence and living in a community of like-minded people who want to enjoy life.

Hanover World – our online social network for Hanover residents and their friends and families – gives some insight into just how active people are. Since its launch in 2008, it's attracted lots of members keen to share their gardening projects, photography, videos and blogs.

This chapter shows what happens when Hanover residents get together to live life to the full and to get things done! Line dancing, Wii, knitting and fitness are just some of the activities that bring residents and staff together.





Judith Hales works part-time in Hanover's Shipley office – the rest of the time she is a knitwear designer. So when she heard a passing comment about the Big Knit she couldn't resist getting involved!

The Big Knit is an initiative launched by Innocent drinks and Sainsbury's to raise money for Age Concern. The partnership involves knitting miniature hats for Innocent drinks – 50p from every sale is donated to Age Concern. The initial aim was for the Shipley office to knit 200 hats. But word spread and many Estate Managers and residents chose to get involved too. A staggering 1,700 hats were knitted in the end!

The great thing about knitting miniature hats is that very little wool is needed – Judith

“The hats cost next to nothing to make but are really fun to do!”

– Judith Hales, Hanover

says it takes 28 stitches on 12 – 14 rows to make each hat. Therefore, most of the hats were made from off-cuts of wool or wool from charity shops, so they cost barely anything to make. This initiative not only brought together residents but also office and estate-based staff. The Big Knit is happening again in 2009 and the aim this year is for 2,000 hats! If anyone is interested in getting involved there is still time!

Happy knitting!

→ Go to www.innocentdrinks.co.uk/thebigknit for more information!





#18

FERNBANK COURT, SELBY

Wii are on cue

Residents at Fernbank Court, a new Extra Care estate in Selby, are lucky enough to have both a Wii and a full-size pool table on their doorstep!

Liz Green, the new Estate Manager, saw there was a lot of 'getting to know you' to be done among new residents – including several residents who had moved from a nearby closing care home.

With Liz's help, a social committee was formed by the residents. It is now very active on the estate, organising cinema afternoons and other activities.

The committee has also developed a flair for fundraising to keep activity going. So when it decided to submit a Greenshoots application for a pool table and a Wii, raising the remaining 20% wasn't really a problem;

Eric Waterworth, Chair of the social committee, other residents and their families are willing fundraisers. Regular raffles and Christmas and Easter fairs had already helped to raise £800. They even have a weekly bonus ball where half the winnings go into the social fund and half to the winner. And a bric-a-brac event (which included cakes made by Liz) managed to raise £180. Not bad for an afternoon's work!

Lots of visitors as well as residents use the pool table and the Wii. Families regularly get together for a game of pool and even Hanover's Chair, Lord Best, joined in at the official opening of the estate. The Wii is particularly good fun, regardless of mobility.

There may be a regular Fernbank pool or Wii competition before too long!

Snappy snappers

Windsor Court in Bolton already had an established relationship with the Bolton Literacy Trust. When the trust asked Estate Manager John Harding if residents would be interested in learning about digital photography, they jumped at the chance.

The trust had previously facilitated an internet course for the estate, so residents already had a computer group and a laptop. The trust paid for a photography course and provided an instructor.

The course ran over several months. 12 older people attended the sessions, including non-residents from the community

and other local Hanover estates. The course included photography shoots, trips out and guidance on how to edit and manage photos on the computer. A helpful course manual was also provided.

The first sessions were so popular that the students were keen to continue. They managed to get further local funding so the group could continue for another six months. Now they are hoping to train others on the estate as some of the snaps have really caught the eye of John and other residents.

Residents on Hanover World have also captured some great shots (see below!)

Photography by Hanover residents; David Cole (A & F) Roy Telfer (B, C & E) and Frank Mussard (D)



A



B



C



D



E



F

#20

HANOVER HOUSE, HALIFAX

Flexible friends



“My mother-in-law is good at reminding the class when the next session is!”

- Julie Slater, Yoga Tutor

Hanover House in Halifax has had a yoga class for some time and has proved to be very popular. Yoga can be traced back over 5,000 years and has long been associated with good well-being as well as a gentle form of exercise.

Yoga can be tricky, and injuries can occur, so a good instructor is essential. And it helps to have a dedicated teacher too. Thankfully, Julie Slater - one of the residents' daughter-in-law - was able to provide that commitment and has been teaching the residents for some time. She has 20 years therapy experience under her belt so when the Estate Manager heard she was doing yoga with her mother-in-law she asked Julie if she could teach residents and local people too.

For just £3 many have become regular 'yogis'. It's proved a great pick-me-up for one resident following a hospital spell. And some residents help less mobile residents to attend by collecting them on the way to class. Julie says, "I try to make the Yoga sessions a positive experience and we always have a laugh".

Julie is now offering other interesting treatments to residents including reflexology and hand and body care.





#21

HANOVER GARDENS, MULBARTON

Fitness first

Debbie Genery, Estate Manager at Hanover Gardens in Mulbarton, has been a fitness instructor for many years. So it made perfect sense to explore what she could do to help her residents keep fit.

Debbie knew that almost every resident could benefit as fitness classes can help to reduce stress and anxiety, which in turn lowers blood pressure and can help to improve sleep.

Hanover paid for Debbie to attend a six week course to add to her existing exercise qualifications, and now she runs not only 'Extend' classes but relaxation classes too.

All classes are free and also open to the local community. The relaxation class is every Monday afternoon and the Extend class is every Thursday morning. So residents have two opportunities to squeeze in some exercise!

“Residents’ health has improved, so the local GPs are happy!”

– Debbie Genery, Estate Manager

The classes have proved popular – 12 regulars attend. Both classes can be done either sitting down or standing up, so they are accessible to everyone regardless of mobility or fitness level.

A couple of the residents who attend the classes have even informed Debbie that their blood pressure has gone down since joining the class, so the local GPs are also happy!

Mulbarton also has a swimming club – so they’re a pretty healthy bunch.



#22

HANOVER GARDENS, FROME

Pavilion in a million

“It has been a tremendous achievement by everyone, doing something in whatever way they can.”

– Jeffrey Wheeler, Resident

When the wind blew Hanover Gardens' gazebo on to a nearby roof, the residents' reaction was not one of resigned acceptance. They decided that they would somehow find funding for a proper social building for their otherwise happy Frome estate. One resident, Magnus Jonsson, took the lead and visited all his neighbours to seek ideas.

Pushing for a communal room at Hanover

Gardens had been tried before so it seemed unlikely the estate would ever get a building. But this time, they were able to apply for a Greenshoots loan to pay for 80% of a new 'pavilion'. The bid was successful but the estate then faced a planning permission hurdle. But with everyone working together, and with help from Pearl Carrington in the national engagement team, everything fell into place.

The residents wanted the building to be used regularly and throughout the winter – so it needed to look nice inside. “A group of us insulated it and put up the plasterboard, painted it and so on and I built a kitchen unit and top and Hanover got electric in for us,” says Jeffrey Wheeler.

Bruce Moore, Hanover's Chief Executive, officially opened the pavilion in August.

Money-raising ramble

Residents at Hanover Court, Hull, embarked on an eight mile ramble to raise funds for their scheme, and they had plenty of fun en route!

The estate is a very sociable one and an idea for an extended patio area emerged.

The existing area is very handily placed – just outside the common room – and is easily accessible to everyone. Residents decided to put in a Greenshoots application to add some more furniture and add a planted area too.

These ambitions could only be realised with a 20% contribution from the residents though. So they set about planning some fundraising activities – which mainly involved social events, so a doublygood outcome!

Hanover Court held two social afternoons and various other activities such as raffles and tombolas. Then in July, three of the residents decided to do a sponsored walk from the estate to East Park – a total of eight miles.

They had plenty of laughs on the way and received some very generous donations in exchange for their post-walking aches.

The result of all this hard work was their goal of £500 – and a Greenshoots bid, so fingers crossed!

Hopefully the next activity is to start planning for all those barbecues and other al fresco entertaining next year!

“ Now they can start planning for all those barbecues next year! ”

– Ashton and Lyn, joint Estate Managers





“It’s good fun, really enjoyable and suitable for all ages; all are welcome to join us!”

– Sandra Hicks, Resident

#24

HANOVER COURT, NORTHAMPTON

Life’s a dance

Line dancing is back in vogue; and in May, the line dancing bug came to Hanover Court, Northampton.

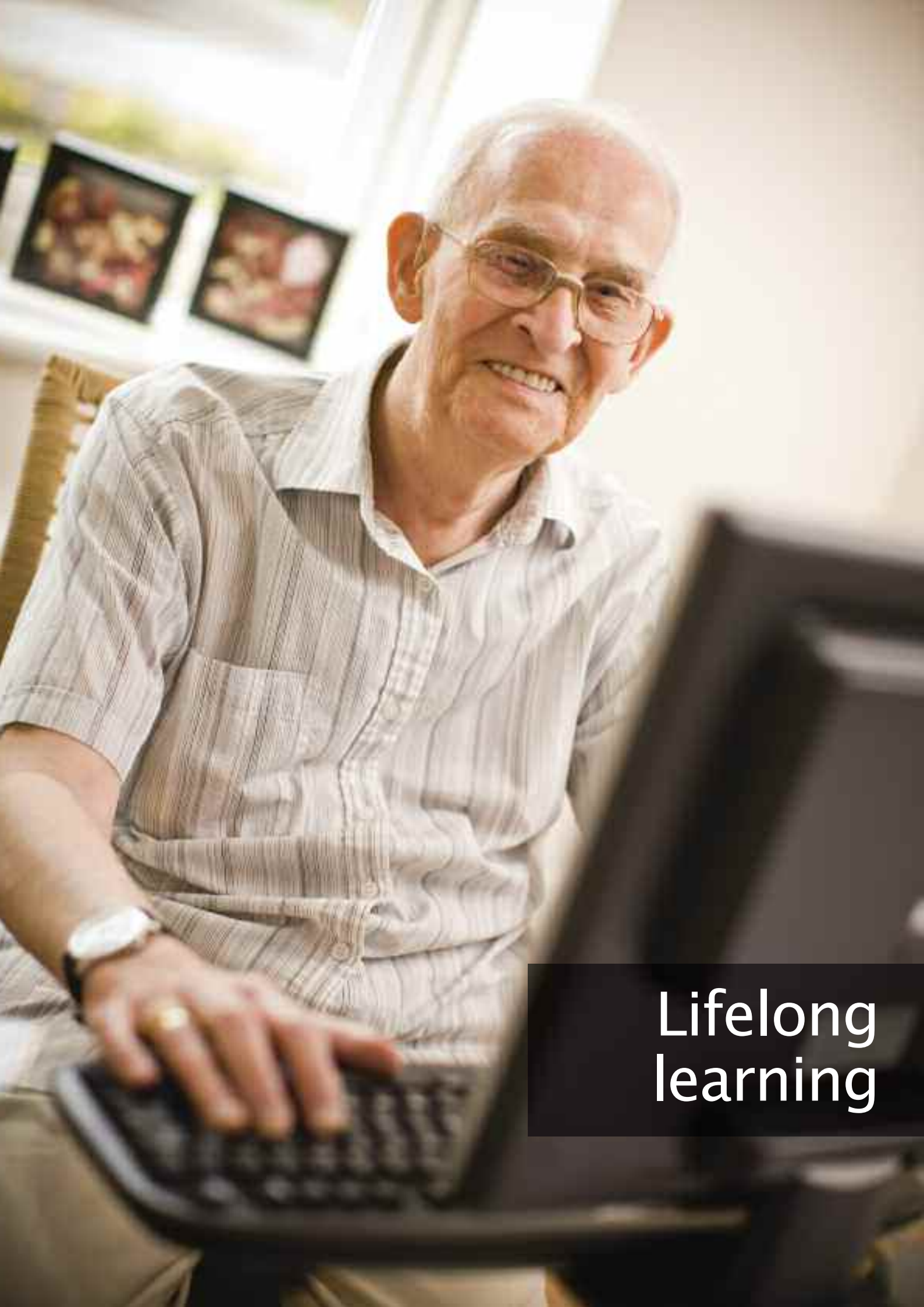
Sandra Hicks, one of the residents, thought her estate neighbours would be as taken



with line dancing as she was. She’d gone along to a class with a friend who teaches line dancing – and became hooked.

Sandra’s friend was happy to teach the residents for free and now holds fortnightly classes at the estate. So it costs the residents nothing to do the ‘Hill Billy Rock’, ‘Islands in the Stream’, the ‘Black Coffee’ or any of the other interesting routines with interesting names! Sandra loves having the class a mere few sailor-steps and a grapevine away.

The class currently attracts around five regulars, but Estate Manager Diane Burnham has managed to sneak a look at the routines and is looking forward to seeing more people joining and getting in line as word spreads!



Lifelong
learning

Lifelong learning

There's plenty of evidence that lifelong learning is beneficial to all of us. And as our residents can tell you, it's a lot of fun too.

As this chapter shows, our residents can try their hand at all sorts of things, from singing and silk painting to sign language and 'Skyping' – and they often then pass on these skills to other residents.

Hanover's Estate Managers are always thinking of fun learning opportunities that might interest residents, or in some cases provide valuable help for more vulnerable older people.



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Residents with dementia have found that a reading group helps them enormously. Card making has been enjoyed by residents with arthritis. So at Hanover, anyone can get involved in new things.



#25

HANOVER COURT, CINDERFORD

By hook or by book!

Cinderford residents enjoy a 'quiet corner' every Wednesday since Estate Manager Helen Lee introduced a reading therapy group to the Extra Care estate.

Local semi-retired teacher Mary reads aloud with around 10 residents - who include those with memory loss and sight loss - and then rounds it off with a discussion. The group reads novels - including *Goodnight Mister Tom*, and a *Town Called Alice* - as well as short stories, poems and plays.

It came about when Helen saw that some residents 'needed a little bit more' than the activities already on offer as their health problems were quite isolating. She also appreciated that these particular groups appreciated 'quiet' time. She approached Mary for help and secured Greenshoots funding to help pay for the initiative.

“It reaches out to people who might otherwise find it difficult or impossible to read independently.”

- Helen Lee, Estate Manager

The group is hugely entertaining but also helps to trigger memories because members are encouraged to interact with each other and think about how the reading material relates to their own experiences.

But the best thing about this group is that it reaches out to residents who might otherwise find it difficult or impossible to read independently - and therefore learn about and appreciate new literature.

#26

THANET, SKELMERSDALE

Drawing on experience

“One resident who started painting without any previous experience is now producing the most wonderful landscapes.”

- Glenda Dooley, Estate Manager

Residents at Thanet, Skelmersdale are spoilt for choice when it comes to courses offered by nearby Lancashire College.

Estate Manager Glenda Dooley developed links with the college a couple of years ago and hasn't looked back since. The college actively seeks to offer courses to older people because of the well-being benefits. It lays on arts, crafts and other courses, for free, to residents in the comfort of their communal lounge.



Every Wednesday residents get to nurture their arty side. They've tried their hand at several exciting mediums including silk painting, tissue painting and glass painting. But residents are also enjoying more traditional art forms too such as painting with oil, acrylic, and watercolour. Glenda says, "One resident who started painting without any previous experience is now producing the most wonderful landscapes".



Card-making classes are also taught - these enable residents with arthritis in their hands to still produce art. But the skill is handy for everyone - and can save a penny or two around Christmas and birthdays!

The art classes are yet another example of enjoyable learning that brings residents together in a fun way. The class welcomes other older people too - stoking further interest from would-be residents for what is already a popular estate.



#27

ROBERT OWEN LODGE, HACKNEY

Over 'n' grout

Residents at Robert Owen Lodge, Hackney have been taught how to channel their creativity through broken tiles!

The Estate Manager at the time responded to a local advert about introductory mosaic classes being offered at low prices. Once they learned the basics, residents branched out on their own and continued their workshops at the estate – very few tools are required for mosaics. Some residents have gone from decorating coasters to 3D objects like teapots.

The current Estate Manager Trieu Le visits local tile shops to ask for donations of broken tiles. Businesses have also been known to donate more worn out goods like small hammers.

Residents were happy to part-fund the activity. But even those who didn't attend

“Due to health issues I can't do what I used to do; now I don't have to go far to do an activity I enjoy.”

– Pearl Glodowski, Resident

the initial classes are learning from others who did, sharing techniques and advice.

The art of mosaic can lead to some truly beautiful pieces of art. But the real beauty of this project is that costs are relatively low, it helps to nurture creativity and it's a good way to bring residents together.

Happy tiling!



#28

HANOVER COURT, FILTON

Surf's up!

“Residents’ grandchildren think it’s great they now have email addresses”

– Lindsay Stevens, Estate Manager

Residents at Hanover Court, Filton, have been increasing their computer know-how since trying a taster course at a local youth club.

Estate Manager Lindsay Stevens has enjoyed a good relationship with St Andrews Youth Club for some time. Last year for example, the club’s members helped to spruce up the estate communal garden. The taster session led to a weekly Monday morning ‘drop in’ for the over 55s. Learners get one-to-one

support from volunteers with setting up email accounts, researching family history, using spreadsheets and editing and storing photos. All very useful stuff! They can then pop for lunch next door in the church hall if they’re feeling peckish and fancy a chat.

Volunteers are from the local Community and Voluntary Services (CVS) group, plus Lindsay’s friends and one of the Hanover Court residents also goes along to help.

Residents’ grandchildren think it’s great they now have email addresses!

Lindsay’s next project is a ‘skills swap’ between the estate and the community – a few residents have offered to teach knitting, now trendy again, to children and teens along with cooking in exchange for computer and other tips. Filton, get ready!

Chorus line

“Singing is good for the spirit and lifting the mood.”

- Amanda, Singing Teacher

When a resident mentioned to Estate Manager Libby Griffin – during one of their regular review meetings – that she missed being in a singing group, an idea was born.

Libby's colleague June Hepworth contacted Amanda, a local singing tutor, to see if she would run some taster workshops for residents. The cost of the first session (£25) was covered by the residents' Social Fund.



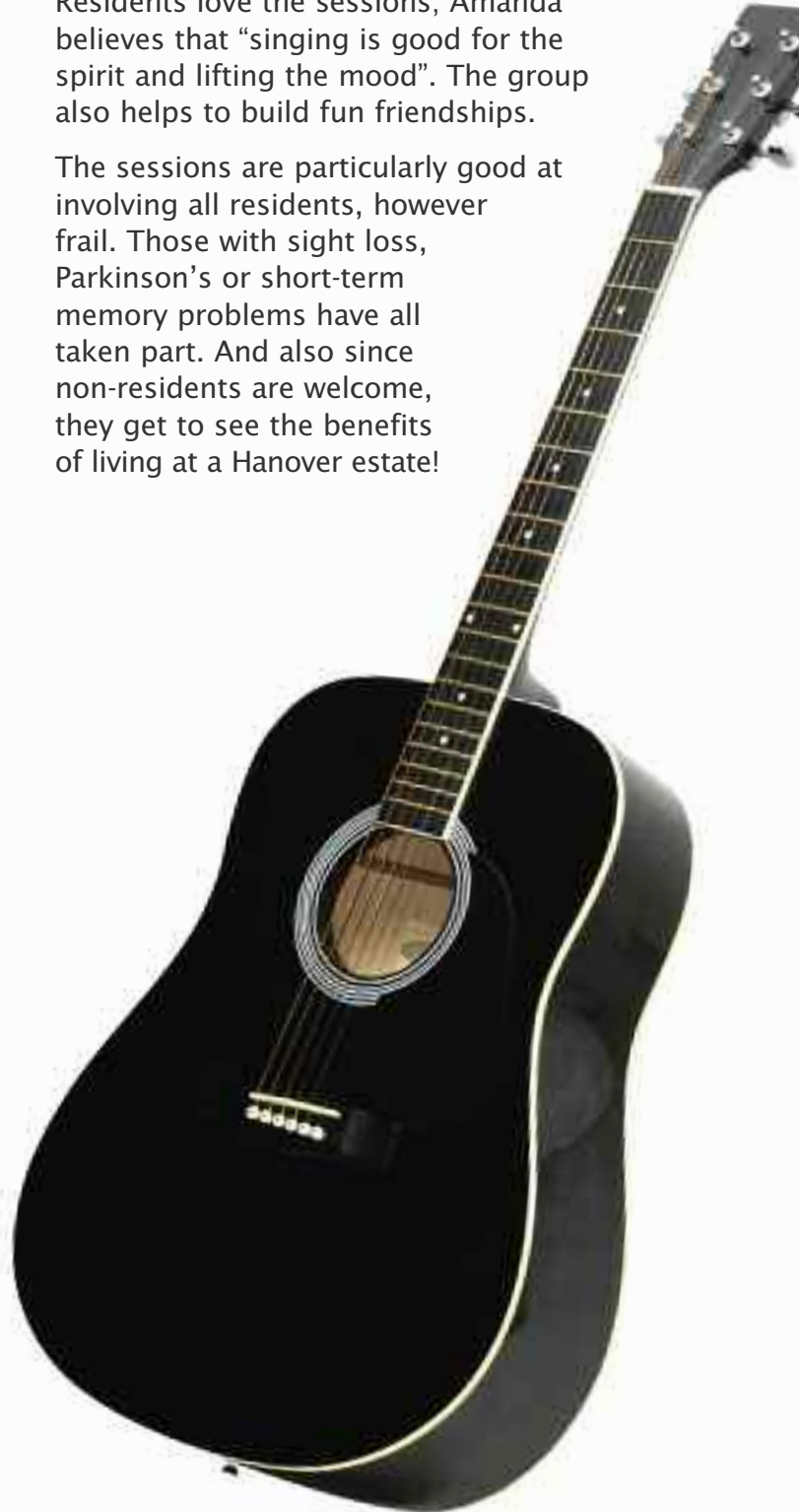
Fortnightly lessons now take place, at a cost of just £2 per resident. It attracts around 12 singers, including non-residents.

The (joint) Estate Managers arrange the sessions, held in the residents' lounge, remind residents on the day and, very importantly, make sure Amanda gets paid! They contacted her through a local amateur

singing group which performs at the estate a couple of times each year.

Residents love the sessions; Amanda believes that “singing is good for the spirit and lifting the mood”. The group also helps to build fun friendships.

The sessions are particularly good at involving all residents, however frail. Those with sight loss, Parkinson's or short-term memory problems have all taken part. And also since non-residents are welcome, they get to see the benefits of living at a Hanover estate!



#30

THE RIDINGS, ANLABY, EAST YORKSHIRE

Dojo demo

When Estate Manager of The Ridings, George McMaster, isn't helping his residents he's teaching Aikido. His residents are always asking him to show them his moves from the 'dojo' - his martial arts training hall.

So he agreed to put on a demonstration at one of the twice-yearly fundraising fairs organised by the estate's social group to help raise funds for estate-based activities.

Aikido is a centuries-old Japanese system of self-defence. It involves immobilisation techniques and throws that use the opponent's momentum. Since it doesn't require physical strength it can be practised by people of all ages.

The display created quite a stir when the audience discovered that George's students were not all 'twenty-somethings' but that they ranged from 9 through to 74 years of age!

This, and the fair, helped to raise funds towards some of the estate's social events including subsidising the residents' Christmas lunch. Everyone really enjoyed the demonstration and it brought the community into the estate. George says that Aikido is 'a matter of commitment and practice' and hopes that his residents will be persuaded to join his class now they know youth isn't a prerequisite!

But why stop at Aikido? Kung Fu and Karate are also known to be practised by all ages so resident martial artists elsewhere may begin to make themselves known to Hanover!

“The display created quite a stir as not all my students are 'twenty-somethings'!”

- George McMaster, Estate Manager





#31

HANOVER GARDENS, ABBOTS LANGLEY

Handy hearing help

“Residents who are hard of hearing now have more choices available to them.”

– Jeanette Elwood, Estate Manager

Estate Manager Jeanette Elwood learned British Sign Language (BSL) a few years ago. But she wanted to improve communication with her deaf and hard of hearing residents – about a quarter of the estate – who were not trained in this difficult skill.

Hanover Gardens’ Social Fund had already paid for a hearing loop system in the communal lounge – but Jeanette wanted to offer more to this potentially isolated group. She gained a level 1 certificate in

communication tactics with deaf people at her local college – this gave her excellent skills for every day use (such as speech speed and expression). She also passed these tips to her residents with good hearing during their regular coffee mornings.

Jeanette arranged a BSL course at the estate. This was challenging, but worthwhile since it opened residents’ eyes to the possibilities of communication with and among deaf people.

The local Hearing Advisory Service now visit the estate every three months for an open session on advice and hearing aid maintenance. Patients from Watford General Hospital and the local community visit the estate.

These are all brilliant initiatives, and hopefully they are raising chattering levels even more on the estate!



#32

HANOVER GLEBE, NUNEATON

Skype's the limit

Estate Manager David Burns knew many of his residents at Hanover Glebe had family overseas with whom they had little contact.

He successfully bid for £500 from the local Age Concern for a laptop specifically for staying in touch with family and friends abroad. He set up the laptop so that it goes straight to Skype and switches off by just closing the lid. Because of this, residents don't need computer skills – and can talk in privacy without David's support.

The laptop has been very popular with the residents. 95 year old Ethel regularly contacts her son David in Orlando using Skype and Messenger. Other residents are contacting relatives and friends in Thailand, New Zealand and Canada – as well as friends down the road!

David really wanted to show his residents

“I never thought I would live to see the day when you could do that! It's wonderful to be able to sit and talk to him.”

– Ethel Packwood, Resident

that technology is relevant to them. Not only is Skype free, but seeing the caller leads to less stilted conversation. Ethel is slightly hard of hearing and likes being able to see her son's facial expressions.

This simple learning idea has really transformed residents' lives.

Conclusion

We all know that retirement is changing – people are living much longer and, in many cases, are enjoying a more energetic and fulfilling life. This publication shows what can be achieved when residents and Hanover staff come together. There are many more examples of great things happening across the country; this publication gives just a small insight into what's going on.



Estate Manager David Burns (pictured), is a particularly active member of staff. He says, “I think it’s important that residents have the opportunity to try new things and feel connected to the wider community. Inpractice really shows what can be achieved with a bit of imagination and a willingness to go the extra mile!”

Hanover wishes to continue sharing good practice and celebrating the work of our residents and staff. Look out for volume two next year!

For further information on any of the projects included in this publication, please contact Hanover’s Engagement team on 01784 446117 or email engagement@hanover.org.uk

Acknowledgement

Hanover would like to thank all the staff and residents who contributed to this publication. Without their hard work we would not have been able to produce Inpractice. We hope their work has inspired you!











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