

WINTER 2020/2021 ISSUE

# The Link



eldon housing

passionate professional caring

# A Message From Sharon Johnson & Elaine Beveridge

Throughout this pandemic our tenants have soldiered through with support from family, friends, neighbours, staff and in some cases by taking advantage of the NHS responders who were specifically set up to help the most vulnerable in the community.

Tenants 'clapping for the NHS, Carers & essential workers' on Thursday evenings will be remembered for a long time to come as a touching experience for all.

We have kept you in the loop regarding changes to the government guidelines and will continue to do so. Your following of these guidelines has been a great help to us so that we are able to keep everyone safe and well.

Elaine has found following the guidelines particularly frustrating, having to minimise face to face contact with our tenants. She missed visiting the schemes and cannot wait for when we return to the new 'normal' when she will hopefully be resuming her visits.

In these unprecedented times we would like to take this opportunity to reassure you that we will continue to take all necessary measures to ensure that we can provide the very best service we can. It is more important to us than ever that we continue working alongside you.

We look forward to seeing you all again when restrictions start to ease, and our schemes can return to being lively social hubs.

Thank you to all our tenants for helping to keep us all safe and well.

We wish you season's greetings and a safe, happy and healthy New Year.

## Sharon & Elaine



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## Eldon at 40

**As we approach Christmas and the New Year with optimism that we will soon be able to return to a normal life our thoughts turn to Eldon at 40.**

We really want to commemorate this milestone in some way at each block but we want to hear your ideas rather than impose our ideas on your community. I would like to say thank you to all our residents, we have all had a lot to cope with this year and your help and support has been appreciated. I am hoping next year we will all be able to get out and about and I can meet you.

*Happy seasonal greetings.*



**Tony Molloy  
Chief Executive**

# WINTER QUIZ

1. 'Now is the winter of our discontent' is the opening line from which Shakespeare play?  
\_\_\_\_\_
2. C S Lewis wrote about a magical land ruled by the White Witch who for 100 years created a deep winter – what is the name of the land?  
\_\_\_\_\_
3. Snow Pea is another name for which vegetable?  
\_\_\_\_\_
4. Who is the author of the children's book 'The Snowman'?  
\_\_\_\_\_
5. How many points does a snowflake have?  
\_\_\_\_\_
6. What sweet was first advertised over 30 years ago and featured a polar bear?  
\_\_\_\_\_
7. Which couple won a gold medal at the Winter Olympics in Sarajevo in 1984?  
\_\_\_\_\_
8. In 2014 every little girl seemed to be singing 'Let it Go' – what is the name of the Disney animated film that brought us this song?  
\_\_\_\_\_
9. Up until the early 19th century the River Thames often froze enabling skating and games plus stallholders to set up on the ice. What is the name given to these events on the frozen river?  
\_\_\_\_\_
10. What song begins with 'Sleigh bells ring; are you listening? Down the lane, snow is glistening'?  
\_\_\_\_\_
11. Which Caribbean country entered a bobsleigh team in the 1988 Winter Olympics?  
\_\_\_\_\_
12. Milady de Winter is a character in which Alexander Dumas novel?  
\_\_\_\_\_
13. Which British animal is brown in summer and white in winter?  
\_\_\_\_\_
14. Disney's first full length animated film was Snow White and the Seven Dwarfs – name the Seven Dwarfs.  
\_\_\_\_\_
15. The Winter Palace can be visited in which Russian city?  
\_\_\_\_\_
16. True or False. The Earth is closer to the sun in our winter than in summer?  
\_\_\_\_\_
17. What is the name given to a moving sheet of ice and snow?  
\_\_\_\_\_
18. Why do people wear red at Chinese New Year?  
\_\_\_\_\_



The lockdown as a result of the Covid 19 pandemic meant that there were delays in reviewing the nominations for our Employee Excellence Awards. We have caught up now and for the period from January to September 2020 18 nominations were received in total for 15 members of staff. The nominations were received from tenants, their family members, colleagues and our business partners.

The nominations were short-listed by our Employee Forum and the Senior Management Team selected 3 winners:



### Karen Millard

Karen is the Premises Officer at Bardsley and Claremont Courts and has worked for Eldon for almost 17 years. She was nominated by the daughter of a tenant who described her as 'a tower of strength during the trying times of the pandemic, going over and above to give support to worried tenants and their families'.



### Elaine Riggon

Elaine is a Carer at Lindsay Court and has worked for Eldon for almost 18 years. She received her award for noticing a lump on a tenant's breast which was diagnosed as Stage 2 Cancer. Elaine's vigilance meant the tenant was able to receive prompt treatment.



### Terry Walden

Terry is a Chef working at the Croydon Council Residential Care Homes/Day Centres where Eldon provides catering, domestic and maintenance services and has worked for Eldon since 2014. He received his award after being nominated by one of Eldon's partners for his good practice in preparing modified food for a resident. She felt this should be commended as she often sees residents who require pureed food being presented unrecognisable mash.

If you know of a member of staff who has gone that extra mile you can nominate them for an Employee Excellence Award by completing a nomination form and placing this in the small blue box or you can e-mail your nomination direct to our HR Officer, Charlotte Redout at [credout@eldonhousing.co.uk](mailto:credout@eldonhousing.co.uk).

# Getting to Know You

Mrs Olive Ward is Eldon's oldest tenant at 100 years old; she has lived in Garden Court since it opened in 1997.



Where were you born and where did you live growing up?

*I was born in Kilburn in London, I moved to Camden Town then moved to Ipswich in Suffolk. We moved to wherever my father could get work –happy memories.*

What were your first and last jobs?  
Tell us a bit about each job...

*For my first job, from when I was 14, I operated a riveting tool that made screw holes for aircraft, I don't remember which type, - this was during the war.*

*My last and best job was at M&S in Ipswich, for 2 years. I worked as an assistant's assistant in the shoe department!*

*My older sister was the Manager of the store and she got me the job.*

What do you consider to be your greatest achievement in life?

*Having our twins, a boy and a girl, when I was 23, whilst I already had two children, a girl and a boy aged two and four, which was hard work.*

*I am still a proud mother; they now look after me.*

If you were stranded on a desert island, what three things would you want with you and why?

*My family photographs*

*A book including the Bible*

*and of course anything that brings back memories of my lovely husband*

# Our Schemes

Jodie Buttle, House Manager at Joan Nightingale House, brought her dog Trixie to visit tenants at the scheme in October – she is always a popular visitor.



Westdene tenants have been making Christmas Cards and enjoying a new karaoke machine which has also been used by tenants at Lindsay Court.



Tenants at Lindsay Court held a socially distanced Worlds' Biggest Coffee Morning in September in aid of Macmillan Cancer Support. They raised a very impressive £80.00.



## Lingfield Lodge Development

Our new Extra Care scheme of 40 one-bedroom and 8 two-bedroom apartments plus social spaces and landscaped gardens is scheduled for completion in the spring of 2021.

If you know anyone living in the East Grinstead area, who wishes to continue living independently but is in need of care services, and might be interested in moving to Lingfield Lodge ask them to contact us for further information.



They can contact Linda Pither, our Senior Registered Care Manager, who will manage this new building on: **07701 303243** or [lingfieldlodge@eldonhousing.co.uk](mailto:lingfieldlodge@eldonhousing.co.uk)

Pauline Peet at Marten House has been crafting to keep herself busy.

The Dickensian Carol Singing Mice are now winging their way across the Atlantic to her great grand-children, Pauline has also created a selection of cards and Christmas bunting for family and friends. Her knitting 'project' on the go at the moment is a baby blanket for a new great grand-child due in February.



The sister of David Churchill, a tenant a Bardsley Court, arranged for her employer to make a generous donation of £320.00 to Bardsley Court.

Staff at Advanz Pharma, who are a global pharmaceutical company based in London, raised the money by their boss charging staff when they are late or using their mobile

phones all in good spirit. Each year they chose where to donate the money raised and Bardsley Court was the lucky recipient.

The tenants were asked what they would like and a new 43inch smart TV for the communal lounge was chosen.

Thank you to everyone at Advanz Pharma who contributed to this donation.

Tenants at Lindsay Court have started a knitting club. They have finished a blanket and are now working on scarves for the homeless.



Joan Nightingale House Tenants have been putting their Christmas Decorations up.



Staff at Lindsay Court and Westdene have been assisting tenants to talk to their families via facetime and whatsapp and have also set aside a room at their schemes for socially distanced visits by families.

Many congratulations to Norma Goodman, a tenant at Westdene, who will be celebrating her 100th birthday on 3rd January. Norma's family are working with staff at Westdene to plan socially distanced celebrations in line with government guidelines.

# Annual Tenants' Satisfaction Survey 2020



190 questionnaires were distributed this year with 107 returned giving a response of 56% this is a reduction compared with 2019 when we saw a response of 67%.

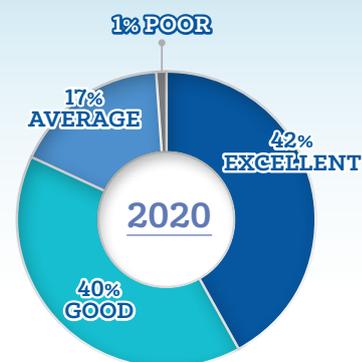
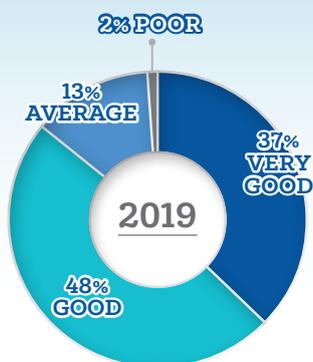
We feel that the Covid 19 pandemic has had a hand in the reduction as we were unable to provide additional support for the tenants who required assistance to complete the surveys.

We are hopeful that an easing of Covid 19 restrictions in 2021 will enable us to once again

arrange external support to assist tenants to complete the survey.

This year our ratings as a Landlord saw an increase in the Excellent result from 37% to 42% - the full breakdown is shown below.

## RATING AS LANDLORD



44% of the questions saw an increase in the positive results compared with 74% in 2019, in 16% the results remained unchanged. 40% of the questions had a reduction in the positive results; this is disappointing and we will review all of the questions where these reductions arose and look at ways to improve the services.

Tenants are asked to select what 3 elements of the Association's services they consider to be the most important from 9 elements provided.

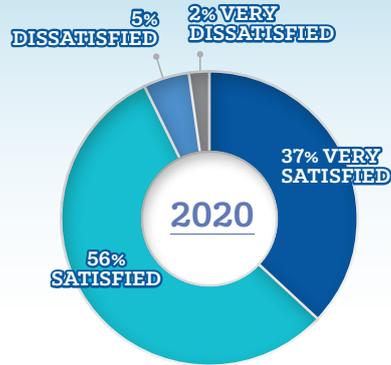
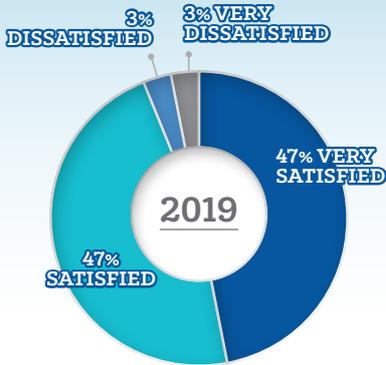
The top scoring elements were:

Repairs & Maintenance Service	55%
Keeping Tenants Informed	59%
Taking Tenants Views Into Account	50%

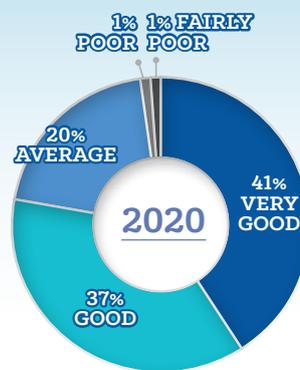
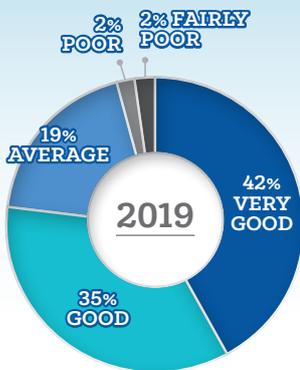
All tenants have received a copy of the specific results for their scheme and the Tenants' Panel have received copies of the overall results. Thank you to everyone who completed a survey.

The results from these elements are show below:

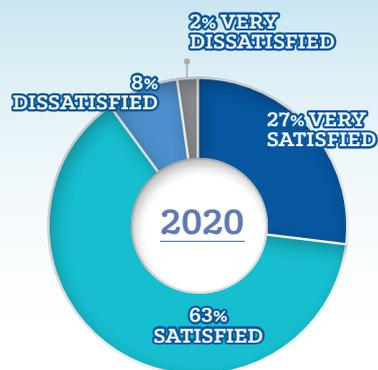
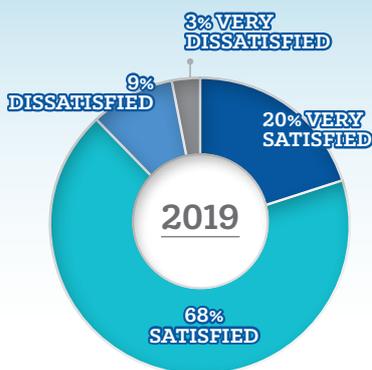
REPAIRS & MAINTENANCE SERVICE



KEEPING TENANTS INFORMED



TAKING TENANTS VIEWS INTO ACCOUNT



## Housing ombudsman - complaint handling code

The Housing Ombudsman, which the Association is a member of, has published a new Complaint Handling Code which provides a framework for high quality complaint handling and greater consistency amongst its members.

As part of its compliance with the Code the Association was required to complete a

Complaint Handling Code self-assessment; a copy of this self-assessment is displayed on your scheme noticeboard.

As a result of this new Code the Complaints Policy and Procedure are undergoing a thorough review and the updated documents will be posted on the noticeboard when completed.

# Gerald Ellis Award

**This award was created in memory of Gerald Ellis who was a long serving Board member and Honorary President who passed away in July 2018. It is presented annually to one of the winners of the Employee Excellence Award from the previous year.**

This was presented for the first time at our 2019 Annual General Meeting and we had hoped that we would be presenting this again in September 2020, Covid 19 made sure that did not happen as our Annual General Meeting had to be held 'virtually'.

In November we managed to arrange a 'Covid safe' presentation to our 2020 winner, Sally Sales, who is Head Domestic at Addington Heights (one of Croydon Council's Residential Care Homes where Eldon provides domestic, catering and maintenance services).

Sally received the award having made huge progress in building good relations between Eldon and Care UK (the care provider at Addington Heights) as well as working to deliver excellent services at Addington Heights which has greatly improved the resident's experience - she been described by one of her colleagues 'as a legend'.



## WINTER QUIZ - ANSWERS

- |                                       |  |
|---------------------------------------|--|
| 1. Richard III                        | 11. Jamaica  |
| 2. Narnia                             | 12. The Three Musketeers                                   |
| 3. Mangetout                          | 13. The Stoat  |
| 4. Raymond Briggs                     | 14. Bashful, Doc, Dopey, Grumpy, Happy, Sneezzy and Sleepy |
| 5. Six                                | 15. St Petersburg  |
| 6. Fox's Glacier Mints                | 16. True   |
| 7. Jayne Torvill and Christopher Dean | 17. Glacier  |
| 8. Frozen                             | 18. It is considered good luck.                            |
| 9. Frost Fairs                        |  |
| 10. Winter Wonderland                 |  |

# Goodbye 2020!

2020 has been a year that we all wish to forget, but before we rid ourselves of it once and for all here are some small positives that came out from it:

- Rainbows everywhere – fancy ones in the windows of shops and on T shirts and beautiful crooked ones painted by children in our neighbours' windows.

- Covid did not beat The Great British Bake Off and Strictly Come Dancing, we needed the cakes and the 'strictly sparkle'!

- Captain Sir Tom Moore the amazing gentleman who walked around his garden in the run up to his 100th birthday and raised an incredible £32,795,065 for NHS Charities Together. Not all heroes wear capes !!

- Strangers smiling and saying hello in the street

- Jigsaw puzzles, knitting and colouring books became trendy again.

- Quizzes were everywhere – Eldon tenants have always loved them and they answered a total of 314 questions in weekly quizzes from the end of March until the end of September.

- Looking out for and supporting neighbours.

- Covid 19 lockdowns resulted in an improvement in global air pollution.

- Clapping for Carers, the NHS and all essential workers on Thursdays at 8.00pm. We started in the dark on 26th March when we could only hear our neighbours and ended sharing waves and smiles in daylight on Thursday 28th May.

- Learning how to smile behind a face mask

Did you know that there is to be a national 'Clap for Carers Day' on Thursday 25th March 2021.

## Here's to 2021...



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[www.eldonhousing.org](http://www.eldonhousing.org)

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