

Abertay

Sheltered News



Winter
2013

Wishing everyone a Merry Christmas and Happy New Year

Festive Holidays arrangements

Closed 25 & 26 December 2013

Re-open 27 December 2013

Closed 1 & 2 January 2014

Re-open 3 January 2014

The Out of Hours service will respond if you pull your cord when service is closed.

If you wish the use of a pendant alarm during the holiday period then please contact your Scheme Manager who will arrange one for you.

Please see your lounge noticeboard for more information on the Festive Period arrangements in your scheme.

Happy 30th Anniversary

Gordon Street residents celebrated their 30th anniversary on 22 November with a party in the lounge, courtesy of Abertay Housing. Mrs Chris Kelly who is the oldest resident and also the longest serving resident was presented with flowers.



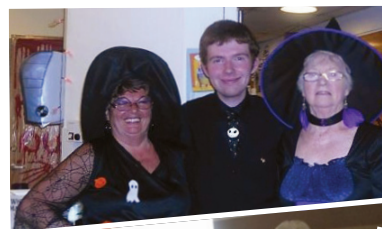
Caldrum Street

We held a summer garden party on a lovely July sunny evening. Everyone enjoyed the late sunshine with a pimm's or beer before moving inside to the lounge for entertainment. We held our Summer Garden Fete in August and £324 was raised for our comfort funds.

In September, Fintry Mains asked us to join them on a night out to Club 83, along with Dura Street and Gordon Street tenants it was a great success and we plan to meet up again next year. There was a pie, bean and Buckfast night in the lounge. Buckfast make a generous donation to our comfort fund annually and the evening is held to promote sensible drinking of the tonic wine.

There was SPOOKS galore at our Halloween party in October and a great night had by all.

November was a busy month, we held a Fish supper night with entertainment by The Twa Tenors everyone had a fantastic time. There was also a clothing sale and Xmas Fayre. December is all about Christmas, we have local nursery kids coming to entertain us followed by a tea party and visit from Santa.



We join Rosebank tenants at Letham Hotel for our Xmas party.

For January we intend to hold our usual Scottish Night with food and entertainment.

We continue to enjoy our weekly activities and have just secured funding from OPEN to continue with our beauty therapy & zumba gold and from Dundee Partnership to continue our arts & crafts classes.





Dryburgh Gardens

Dryburgh Gardens had a busy summer; tenants enjoyed a day out to Brechin Castle Centre followed by High Tea at The Red house Hotel in July.

A Garden Party was held in August, and tenants dressed up in their glad rags with their fancy hats. We also held a Strawberry Fayre.

In September we held The Macmillan Coffee Morning raising £1020 for this wonderful cause.

There was a trip to Rejects in Kirkcaldy then onto St. Michaels Inn for high tea in October. We also had a fish supper evening followed by "Stars in Your Eyes" fundraiser for a Mini Bus for Romania raising £282. There were special guest appearances by The Dryburgh Gardens Versatiles and Stewart Kelly of McGills who, as Kenny Rodgers, gave a great performance of The Gambler.

Our Annual Christmas Fayre, in November, was well attended and raised £950 for the comfort funds.

December sees a month of Christmas festivities starting off with a weekly Christmas Movie, trip to Dobbies for afternoon tea, Carol Singing with the Dundee Instrumental Brass Band followed by festive refreshments in the lounge. Our Christmas party is in the Queens hotel followed by a disco, Santa and his elves will stop off for a visit with a gift for everyone. There is also a Christmas buffet night in the lounge followed by entertainment from the Twa Tenors.



Dura Street

Chairperson Margaret Grigor celebrated her birthday in July with a birthday cake at the weekly bingo session. There was also a social evening in the complex with buffet and entertainment.

Everyone enjoyed the delicious buffet provided by the treasurer Dougie Barron and his family. In August we held their first Prize Bingo evening raising £171.40p for the tenants comfort fund and the evening was a great success.

Dura Street tenants joined tenants from three other complexes, in September, at the Club 83 where



entertainment, bingo and a buffet were enjoyed by all. A Sponsored Wax in aid of our comfort funds was also held this month. This event raised £245.50 thanks to Dougie Barron and Yvonne Anderson and their families for their huge efforts in making this event a success.

In October tenants and guests went on a bus trip to Glendoick Garden Centre followed by the Abernyste centre, on their way home they stopped off the Birkhill Inn for High Tea. A very enjoyable day was had by all.

A Halloween/Bonfire Party was held in November, with karaoke for entertainment and Halloween themed food was enjoyed by all. There is also our St Andrews party with food and entertainment.

December will be a busy month as there is our annual Christmas Fayre and raffle and later in the month our Xmas Party with entertainment by Pearl, Christmas meal and special guest appearance from Santa.

Fintry Mains

We had a Fish Supper Night in the complex and Entertainment by Jay Henderson in July.

In August we visited the Abernyste Antique Centre with High Tea at the Inchture Hotel this was a great day out and the weather was great. We also held a Prize Bingo night which raised £231.50. This is always a popular event as it brings together tenants, family and friends.

September was another busy month we had another visit to Club83 in Dundee and invited tenants from Caldrum Street, Dura Street and Gordon Street to join us. Everyone had a great time.

Our Coffee Morning was a great success raising £685.91 for

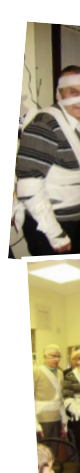


the tenants comfort fund. A BIG THANK YOU to everyone who supported this event.

At the end of September we had a Charity Event, a sponsored walk in aid of the Guide Dogs, and raised £340. WELL DONE THE TENANTS! Treasurer Margaret Linton along with Nan Trainer and Joan Smith presented the cheque to the Guide Dogs representative and Jack a guide dog.

In October we held our popular Halloween party with some the tenants getting into the spirit of the evening.

A St Andrews fish supper Night was held in November what a great fun night was had by all. For December we are having a Xmas Raffle and our Xmas Party is being held in the lounge.



Gordon Street

It has been a busy and interesting few months. Summer started with a Day Trip to Dunfermline and High tea at Inchture Hotel. In June there was a Pie and Beans Social Night, with Jay Henderson. In August we had a shopping trip to IKEA, with tea at the Carvery at Isle of Skye Hotel on the way home.

September was very busy with a trip to Pitlochry and high Tea at Fishers Hotel. We joined with three other complexes for a night at "Club 83". We finished off the month with Tenants donating £50 from their 50 club fund to the Macmillan coffee morning which was held in the lounge raising £620.00.

October saw the "Premiere of the Twa Tenors" in the lounge, everyone had a great night and the Tenors gave a wonderful performance, we enjoyed a scrumptious Greggs Buffet. Our Halloween Party is always a fun affair with many spooky characters showing up to enjoy a great evening, with a delicious Halloween Howler meal from Tay Cuisine, followed by the "Witch of the West" Jay singing her heart.

The 30th Anniversary Party on 22nd November was a great success.

We are looking forward to a Christmas Shopping Trip to McArthur Glen, our Christmas Party at the Red House Hotel, the Christmas Raffle with pie and beans lunch, and then on into New Year for Tenants New Year Party and Burns Night Celebrations in January.



Patons Lane

In July we held a summer party in the lounge. Cocktails and laughs were in big supply and everyone had a great time.

Our summer outing, in August, was a bus trip to Pitlochry followed by High Tea in the Red House in Coupar Angus. The sun was shining and everyone was in great spirits. Bingo back at the complex finished the day off nicely.

A pie and bean night and bingo at the complex in September was well attended. One of our tenants, (Charlie) brought a selection of veg, home grown from his allotment, for the tenants to buy with the proceeds going into our comfort funds.

In October a Halloween party with bingo and raffles followed by food and entertainment, made this a fun night to remember.

Xmas Shoe boxes for poor kids and adults overseas have been filled in abundance by the residents. This is an annual event which everyone enjoys partaking in. The thought of the pleasure these boxes must give to young and old encourages us to make this event bigger every year.

For November the Twa Tenors entertained us at the complex. This was their first time at Patons Lane and it certainly won't be the last. The residents joined in the singing and dancing. Brilliant time was had by all.

During December a trip to Newport in Fife is planned to see The Wizard of Oz panto and our Christmas party is in the West Park Conference Centre.



Rosebank

In July we raised over £500 for our comfort fund at our Coffee Morning held in the lounge.

Some tenants went to the Little Theatre, in August, to see the Free Voice choir. They had a great time and enjoyed singing along.

Our regular day out to Ikea in Edinburgh took place in September. Tenants bought lots of things and particularly enjoyed their free 2 course lunch, courtesy of Ikea.

In October, tenants enjoyed their visit to the Whitehall Theatre to see 'The Closerie'. We also had our Halloween party and lots of the tenants made the effort to get dressed up. We had fish suppers, a quiz and games to play, some of the tenants even dooked for apples.

Craig Ritchie visited the lounge in November with his Special Olympics National Games silver medal and 4th place certificate. We had held a fundraiser bingo night, earlier in the year, to help Craig and others get funding to participate in the games.

We also had a bingo night this month and over £400 were raised to be shared jointly with the Colostomy Association and our comfort fund. There is also a St Andrews night celebration.

Tenants have a lot to look forward to in December as there is a joint Christmas party with Caldrum Street tenants, entertainment by the Free Voice choir and local primary school children carol singing in the lounge.





Results of our Sheltered Satisfaction Survey

You will recall we included a satisfaction survey in your last newsletter for you to complete. We have now had the opportunity to analyse your responses and are very grateful for the many completed questionnaires which have been received from all of our sheltered complexes.

This has enabled us to identify what is important to you to ensure that we tailor our sheltered service to meet your expectations.

Here are the results of the main questions we asked. If you would like to read the full report on our satisfaction survey, your Scheme Manager can provide you with a copy if you wish.

Taking everything into account, how satisfied or dissatisfied are you with the overall sheltered housing service provided.		
Answer Options	Response Percent	Response Count
Very satisfied	70.8%	63
Fairly satisfied	24.7%	22
Neither satisfied nor dissatisfied	1.1%	1
Fairly dissatisfied	2.2%	2
Very dissatisfied	1.1%	1

We are very pleased that 95% of those who responded are satisfied with the service. However we have noted the dissatisfaction with three tenants and have investigated the reasons for this. The analysis also showed that over 95% of responders were happy with the level of contact from their Scheme Manager with only 1 dis-satisfaction recorded.

The survey then asked the following:

How important would you rate the following qualities that you would expect a Scheme Manager to have? Please tick those that apply				
Answer Options	Very important	Important	Not so important	Response Count
Excellent communication skills	73	8	0	81
Excellent customer care attitude	56	10	0	66
Experience working with the elderly	64	14	0	78
Tact	57	14	0	71
Sensitivity	56	15	0	71
Pleasant personality	61	12	0	73
Experience of arranging social activities	54	16	2	72
Treat you with with courtesy and dignity	67	10	0	77
<i>answered question</i>				91

Sheltered tenants felt that a Scheme Manager should have all the above attributes but the three most important qualities were:

- Excellent communication skills
- Experience of working with the elderly
- To treat you with courtesy & dignity

If you or anyone in your home has used the emergency call system (pull cord) in the last 12 months how satisfied/dissatisfied were you with the response?

Answer Options	Response Percent	Response Count
Very satisfied	72.2%	39
Fairly satisfied	16.7%	9
Neither satisfied nor dissatisfied	7.4%	4
Fairly dissatisfied	0.0%	0
Very dissatisfied	3.7%	2

Over 88% were satisfied with the call out service, however 2 dissatisfactions were noted. It was found after investigation to be outwith either Abertay or the Out of Hours Services control.

What aspects of the sheltered service do you consider most important?

Answer Options	Very important	important	not important	could do without	Response Count
Use of the sheltered lounge	40	25	8	1	74
Emergency alarm	62	11	0	1	74
Social Activities	32	25	9	0	66
Daily PIR checks (daily movement checks)	32	22	8	4	66
Morning call from Scheme Manager	39	13	7	9	68
Safety/Security	65	8	1	0	74
Independence	62	11	1	0	74
Laundry facilities	46	20	2	3	71

The survey results highlight the areas that are important to you. The three most important being:

- Safety/Security
- Emergency Alarm
- Independence

Our aim is to provide a first class sheltered service and for you to be happy and secure in your homes. Your feedback is important to us so we will introduce suggestion boxes in all the sheltered lounges in early 2014.





Staff Training

You may wonder why your lounge is closed from time to time.

Well this is because Abertay arrange training sessions and staff meetings to keep staff fully informed of current practices and in order for Scheme Managers to attend these sessions the sheltered lounges require to close early. We are aware that sometimes this may cause a disruption to the laundry and activities however we can only stress the importance of a fully trained workforce.

In the past year Scheme Managers have taken part in sessions which have included Data Protection, Abertays Complaints Policy and Procedures, Fire Service Home Fire Safety awareness and more recently Fire Safety in the Workplace.



You may recognise your Scheme Manager from the photos.

There is more training sessions planned for the year ahead and we will wherever possible inform you in advance. Keep checking your lounge noticeboard for up to date information.

DIAL-OP

(01382) 305757

"A listening ear for Older People"

"I'm struggling with my weekly shopping, Is there anyone that can help me?"

"I feel lonely and would like to have a coffee and a chat with someone. Can Dial-Op help?"

"How can I find out about activities and classes for Older People in Dundee?"

"Who do I contact to get help at home?"

Dundee Information and Advocacy Line for Older People
Monday to Friday
10am - 1pm



A confidential service provided by local volunteers, supported by Dundee Independent Advocacy Support.

Dundee Independent Advocacy Support Ltd.,
Company No SC419193, is a charity registered in Scotland No SC027180

House Insurance



Abertay has had 2 major fires during this year which have resulted in tenants being out of their homes for lengthy periods and the loss of most if not all of their possessions.

In many situations Abertay discover that tenants do not have home insurance then in the event of a fire or flood situation it proves to be a very costly experience.

It is important for all residents to insure

the contents of their own homes as the loss of not only their home but of very personal possessions can be a very upsetting time and can cause financial hardship.

Please see Abertalk for details of a low cost home insurance scheme or ask your Scheme Manager for more details.

FEEDBACK : Now you have reached the end, thank you for taking the time to read this newsletter! Abertay would be very interested in knowing what you think about it. This newsletter is all about you and the sheltered service you receive so, again, please tell us what articles or news items you would like to see in future editions?

Talk to your Scheme Manager and give them your ideas and comments.

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