

Hafod Care Association

The Grapevine

Autumn 2011 Issue 16



Tenants take Benefit Petition to Parliament

Paul Batt a tenant from Windsor Road and his support Worker Sylvia Jones joined Tenants from Welsh Housing Associations travelling to London to deliver a petition about Welfare Changes...

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Welsh Version of the Grapevine

If anyone would prefer a copy of The Grapevine in the Welsh language, please let us know at the address overleaf and we will provide it for you. Similarly, we can provide a taped copy for visually impaired people.

Please visit our website at: www.hafodcare.org.uk

Hafod Care... Our Services

With an ever increasing demand for a diverse range of care and support services, at Hafod Care we are continually working to boost the range of services we provide.

Our Services include:

- Care Homes for the Elderly
- Independent Supported Housing for over 55's
- Supported Housing
- Tenant Support Services
- Domiciliary Support
- Extra Care

For more information contact Sarah Tugwell, Supporting People Officer
Telephone: 029 2067 5844 Email: saraht@hafodcare.org.uk
Hafod Care Association, St Hilary Court,
Cophthorne Way, Cardiff, CF5 6ES.

In recent meetings some of Hafod Care's service users were asked to identify the expectations that they had about the service they receive from Hafod Care.

The Top Seven Points Identified by Service Users:

1. To be treated with politeness
2. Not to be treated as second class citizens
3. That we are reliable
4. That we have time to listen / patience
5. That we are flexible and help when it's needed
6. That we provide someone to talk to 'out of hours'
7. That we take people seriously and do not patronise them

Our tenants also have active tenant participation groups

Dining out at Arosfa

The tenants of Arosfa independent living scheme in Bridgend enjoyed a change of scene for lunch on the 12th August by going out with scheme manager Sam and sampling the food on offer at the Haywain – a five minute drive from their home.

And even though we are still in the so called 'summer' season, talk did turn at one point to Christmas dinner! No doubt the Haywain is somewhere we will visit again – hopefully before there's snow on the ground...



The end of single use bags

These can be made of plastic, paper, and plant based materials such as starch. **You will now be charged for a bag wherever you shop.**

You will be charged for single use bags at all retail outlets including:

- Clothes Shops
- Take Aways
- Corner Shops
- Market Stalls

The bag you receive your prescription in is exempt.

Tips to help you remember your bags:

- Put a bag in your handbag or coat pocket
- Hang them next to your coat stand
- Keep them with your umbrella



We had a fantastic response to our Foodbank collection which was handed over to Susan Lloyd Selby the Vale Foodbank Manager. **Many thanks to everyone who supported this good cause.**

The Vale Food Bank has now opened, it is situated at: **Coastlands Family Church, The Gate Way Centre, Tennyson Road, Colcot, Barry.**

We are adding a new feature on cooking cheap but healthy meals and snacks.

If you have any recipes you would like to see in The Grapevine please send them in or ask your support worker.

Handy tips to keep you safe in your home.

From your maintenance team

Contents Insurance

We would like to advise you to take out an up to date policy. Sadly it is a fact that many tenants who do not have insurance cover experience considerable loss if they are the victims of fire or flood damage. Even smoke damage from a simple chip pan fire can have a huge impact on fabrics and furnishings.

The use of adaptors

Never use adaptors plugged into other adaptors and check that the adaptor keeps to British Standards

Never overload the adaptor particularly with high current appliances such as kettles irons and heaters.

Don't...

- Take or use any portable electrical appliances into your bathroom such as radios, hairdryer or heaters
- Use any electrical equipment or switches with wet hands
- Wrap flexible cables around equipment when it is still warm
- Clean an appliance such as a kettle while it is still plugged in
- Try to get toast that is stuck out of a toaster while it is plugged in, and especially with a metal knife
- Fill a kettle or steam iron while it is plugged in



Make a Bag in a Day

Jacqueline Wathen, a Holmes Street tenant, has always had a great interest in fashion and textiles so decided to attend a one day workshop to broaden her skills and meet new people.

This is Jacqueline's story of her day

I was really excited to attend this course. I had made a packed lunch as it was a day long course. I was asked to take an old pair of jeans to make my bag out of. All other materials were supplied. The teacher was very helpful and made us all welcome. I did require a lot of help but this was always available to me. I really enjoyed the day and was grateful to my support worker for suggesting the idea to me. I now looking forward to using my bag that I made in a day.



My name is Michael

I was a smoker for over 38 years. Since the age of 14 I smoked about 40 cigarettes a day and it cost me about £70.00 a week. I thought about giving it up for some time due to ill health problems and the rising costs. I was always thinking about how I was going to manage financially, and my health was getting worse. I discussed this with my support worker who supported me to see my GP.


Then in July 2010 I got up one morning, opened a packet of cigarettes and decided that was it, and threw them in the bin, it made me feel good.

I then went to see my GP who prescribed me with nicotine replacement patches and inhalers. I used these for a few weeks then I was able to stop using them and since then I have used will power.

I now feel healthier and fitter, I eat fresh fruit and vegetables daily, go for walks in the local park and to the local shops. People who know me cannot believe it that I have done so well, I even surprised myself. I now buy myself new clothes, and am now saving for a 42 inch television for my flat.

If anyone is thinking of giving up, the advice I would like to give is see your GP and they will help you the way I was helped.

Think how much money you could save and how much your health will improve.



Live with a healthy heart

We all know that we should enjoy healthy eating, and avoid tobacco if we want to live with a healthy heart. Try these top tips and live a healthy lifestyle:

- Cut down on saturated fat by using semi-skimmed or skimmed milk rather than full fat.
- For healthier fats try cooking with olive, sunflower, corn or rapeseed oil instead of butter, but use sparingly. Try using a spray bottle.
- Aim to do at least 30 minutes of moderate activity on five days or more a week.
- Eat at least five portions of fruit and vegetables a day. These can be as a salad or a snack and can be frozen or canned as well as fresh.

Hafod Care Tenants' Conference 2011

Hafod Care's annual tenants' conference was held this year in Barry Memorial Hall on 20th July. Well over 100 tenants came along to participate in the various activities and workshops on offer.



It's a Wonderful

A host of partner organisations helped to make the day entertaining and varied.

The theme for the day, launched by Hafod Care Board member Sue Sheppard, was **"It's A Wonderful Life"**. The aim was to promote "quality of life" issues for tenants and have fun at the same time.

A raffle was held in aid of the British Heart Foundation, and a collection to assist the Cardiff Foodbank initiative. We had a superb response to our collection. Tenants and staff at Hafod Care gave generously to the Foodbank, which has been set up to help ensure that people in crisis can access good, nutritional food.



Activities included:

- Aromatherapy
- Life coaching/personal trainers
- Arts and crafts
- Knitting
- Jewellery
- Good Manors Sewing Group
- Healthy Living
- Massage
- Manicures
- Quiz
- Nintendo Wii

Information and advice were available first-hand from:

- Advocacy Matters
- AWEMA (All-Wales Ethnic Minority Association)
- Citizens' Advice Bureau
- Fire Brake
- Hafal
- Hafod Care Maintenance team
- Innovative Trust
- Riverside Advice Centre
- South Wales Police – Community Police Unit & Training Unit
- Supporting People teams from RCT and Vale of Glamorgan
- Vale Volunteering Opportunities

Life

Tenants' conference raises £150.00 for British Heart Foundation

This was raised through a raffle, book sale, plant sale and quizzes many thanks to everyone who donated prizes and bought tickets on the day.



Tenants' Conference Feedback

Our Tenant Participation Groups had a question table asking and here is some of the feedback from our tenants

How can we improve communication between you as the tenant and us as the landlord and/or the support provider?

- More tenants' meetings
- Free calls to Hafod Care Maintenance

What would you do to change how we provide support?

- More support hours
- Discounts or offers for recreation or meal deals

What would you like to see featured in the "Grapevine"?

- More competitions and prizes
- Recipes for people on a budget
- Photographs of Ty Onnen garden party

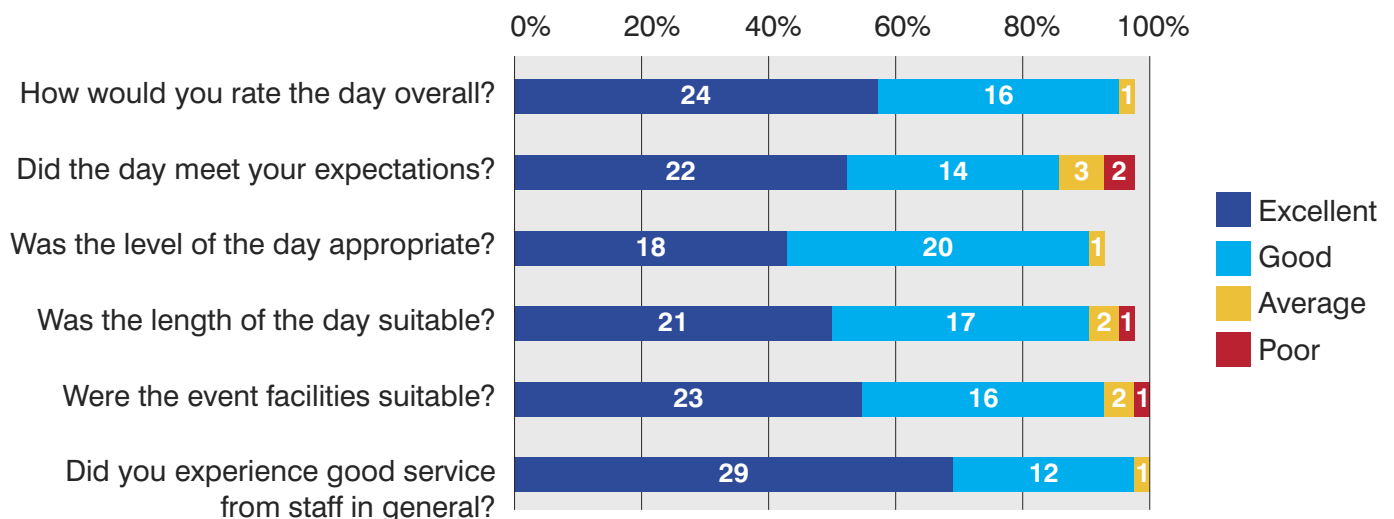
Feedback from tenants

The feedback from tenants who attended the Conference was positive on the whole. All attendees were asked to complete an evaluation form, which asked them to rate various aspects of the day. It also asked them to make suggestions for improvement, and suggest other social events.

Satisfaction with the conference arrangements

42 questionnaires were returned. Exactly one half of tenants told us that they were attending for the first time; half had been to a previous conference.

Feedback from Conference attendees



Royal Wedding

Celebrations

Here are some photographs showing how our Residents enjoyed the big day!



Colin's scrummy jacket potato

What you need for this is: 1 large potato; A knob of butter to add to it. Cheese or just plain, you can add what you like, I like it with Philadelphia cheese or tuna.

- Wash the potato under the cold water tap, then you should dry it.
- Stab it a few times either side of the potato with a fork and wrap it up in kitchen roll. (This will get wet as the moisture comes out of the potato).
- Put it on the turntable of the microwave, in the middle if you are doing one.
- Microwave for about 3 minutes and then carefully, take it out, it will still be firm, it will also be hot. You can change the kitchen roll if you want, it will be drier so it is not so hot and your hands, and you could use a cloth or wear a clean oven glove.
- Turn it over and cook on full power, 30 seconds at a time until it is soft.
- Put a cross in the top, and squeeze the potato with your index finger and thumb of both hands and put your knob of butter on the white of the potato.
- Remove the kitchen roll and then you can eat it all, which is good because there is no waste, so it is good value for money
- You can add cheese or beans or whatever you like. It is good with ham and salad, so it is more than a snack. (And salt if you have to).

The bigger the potato the longer it takes to cook.



Bridgend Tenant Participation Meeting

Hi Tide Porthcawl, 8th September

Rob Morris was acting chairperson for this meeting. The group discussed the Tenants' Conference and the feedback from the satisfaction survey.

Given the success of the Foodbank collection at the Conference, the tenants felt they would like to do a collection at Christmas to be donated to the Bridgend Foodbank instead of sending Christmas Cards.

Rosa and Hannah are going to help tenants to organise collection points.

Events being held in Bridgend for World Mental Health Day were discussed as was making plans for a Christmas Celebration.

Tenant Participation Group First Thoughts

Held at the Jasmine Enterprise Centre in Cardiff, 28th July 2011

The group discussed the Conference. All felt that it had been a great success especially the Foodbank donation and fund raising for the British Heart Foundation.

Ideas were put forward for inclusion into next year's conference.

Everyone thought it would be a good idea to have a Christmas get together. Shirley is going to look at costs.

More details to follow.

Focus Group News

At our last Meeting the Group discussed the draft report from the tenants' satisfaction survey, which had produced some very positive results for the Supported Housing Section.

We also looked at the feed back from the tenants' conference, which overall were very positive, with plenty of ideas for next year's event.

The group discussed how they could encourage more tenants to join the group.

The dates of the next Focus Group is 7th October and 2nd of December.

The meetings are held at St Hillary Court, Room 3, at 10.30.

If you would like to join the group and require any further info ask your support worker.

Useful Numbers



C.A.L.L. Mental Health Helpline for Wales 0800 132737

Womens Aid 24hr Helpline 0808 2000247

Wales Drug and Alcohol Helpline 0800 633 5588

Cruse Bereavement Helpline 0870 167 0677

Non Urgent Police Incidents 101

NHS Direct 0845 4647

Transco 0800 11199

Welsh Water 0800 0520130

The Samaritans 08457 90 90 90

Change of telephone number for British Gas

Boiler and Central
Heating Problems
0845 0609 00639

*Please note this number
is for Hafod Care
Tenants only*



Paul Batt a tenant from Windsor Road and his support Worker Sylvia Jones joined Tenants from Welsh Housing Associations travelling to London to deliver a petition about Welfare Changes

Tenants take Benefit Petition to Parliament

A petition was presented to ex Islwyn MP Lord Touhig.

The signatories believe the changes will disproportionately affect those in greatest need including homeless and venerable families those in need of Housing related support, people with physical and Mental Health problems and children living in poverty and will lead to greater long term economical and social costs for Local Authorities Housing Associations and the Government.

The Competition Page

1 General Knowledge Quiz

1. For which sport was Murray Walker a commentator?
2. What were the first names of the Gibb brothers in the group the Bee Gees?
3. Which TV series featured the characters Hannibal Smith, Murdock, Face, and B.A. Barracus?
4. Which film did Ernest Borgnine win an Oscar as Best Actor?
5. What kind of insect is a Clouded Yellow?
6. By what name Eskimo Pie otherwise know as?
7. Which TV character had a friend called Looby Loo?
8. The name of which animal comes first in an English Dictionary?
9. Which 2 songs were number one hits for David Essex in the 70s?
10. Which part of the body has Temporal and Precipital Lobes?
11. Which former sportsman autobiography was called from Hero to Zero?
12. Omaha is the largest city in which US state?
13. Who Wrote the novel Black Beauty?
14. Plates of meat is Cockney rhyming slang for what?
15. What was the name of the character played by Roger Lloyd Pack?

Many thanks to Colin Parrett, Tenant of Llewellyn Street for the general knowledge quiz questions

 **Well done Emma!**

The winner of our spring word search was Emma Tait who lives in Broadlands Emma is supported by our Bridgend Young Persons Scheme

*Please send your answers to the Editor,
Grapevine, Hafod Care Association,
St Hilary Court, Copthorne Way, Cardiff CF5 6ES
or hand in to your support worker.*



2 Return Of The Chocolate Quiz

There are 15 Questions.
All the Answers are the name of a chocolate bar or sweet.

1. Big Cat's Pub
2. Dark Occult
3. Sports for Princes
4. Assorted girls
5. Dairy Holders
6. Edible fasteners
7. Talk Quietly
8. Istanbul Harems
9. Have a break
10. Here comes the Kid
11. Mutiny Mr Christian
12. Spin Around
13. Up out there
14. 100% Au
15. Bubbles

Contact Us

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The email address is saraht@hafodcare.org.uk

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