

# TPAS is here to help



tenant  
participation  
advisory service

**2**018 will see the review and relaunch of Viewpoint's Tenant Participation Strategy detailing how tenants, staff and Board will work together to improve Viewpoint's services.

You'll remember in winter's Newspoint we reported tenants and staff had appointed TPAS Scotland to work with us all to maximise how tenants' influence decisions. In this edition, TPAS' Tony Kelly outlines what will be happening and some of the ways you can be involved.

Tony says:

*I will be working with Viewpoint staff, Board and tenants to:*

- *build on current activities*
- *propose new ways that tenants can influence changes*
- *support everyone involved to participate and improve Viewpoint's services*

*At TPAS we have a wealth of experience in supporting successful tenant / landlord partnerships but I'm not here to tell Viewpoint tenants and staff what to do; first I'll be listening."*

*We will be speaking and listening to tenants and using the information and feedback gleamed from Viewpoint's tenant consultations meetings held at the COSLA buildings during 2017*

## Getting involved makes a difference



Tony Kelly is your key TPAS contact. He has worked in housing since the 1980s delivering, managing and developing services with tenants and is available to you for support, advice and information. Here Tony sets out the plans for the next year and invites you to join in.

*I'm really looking forward to working with you. We have a challenging 2 year plan and, in year 1, we will:*

- *identify services tenants want to prioritise for improvement*

- *rate current participation activities and agree how to improve them*
- *agree a plan for tenant engagement activities*
- *help staff to encourage and support tenants to engage*
- *work with the Tenant Scrutiny Panel to investigate and recommend changes to at least one service prioritised for improvement by tenants*

*I'll need your help. Together we can identify tenants' priorities for improving services, find out what is liked and disliked about the current ways of influencing Viewpoint's decisions and agree on ways of taking part that suit you and your neighbours. I know you are busy, so I'll ensure whatever time you can give is well spent on what is important to you.*

*Starting from your service priorities - repairs, grounds maintenance, rents, etc - we'll examine tenants' priorities for:*

**Information** and tenants' preferred ways of being informed about service standards and the performance being delivered

**Giving feedback** on Viewpoint's services

**Activities** which are easy to take part in and attractive, so we'll examine:

- *What tenants want to engage in?*

- *Where tenants want to engage?*
- *How tenants want to engage?*
- *When tenants want to be involved?*
- *What tenants need to engage?*

**Participating** so tenants' views influence decision makers and you'll know what tenants are achieving by being involved?

*I will be listening to you in a range of ways:*

- *Contacting the Consultation Group*
- *Liaising with Viewpoint Tenants and Residents Group (VTRG)*
- *Working with Viewpoint Tenants Scrutiny Group*
- *Activities in local complexes - look out for adverts on the notice boards*

Or you can contact me, if you wish:

enquiries@tpasscotland.org.uk  
0141 552 3633

Or write to TPAS Scotland, 71-74 Saltmarket, Glasgow, G1 5LD

*I hope you'll get involved in ways that suit you. There are many reasons why it's important you do. My experience throughout Scotland, over the last 30 plus years is that when tenants and their landlord are working well together they can:*

- *Deliver better services*
- *Maximise value for money*
- *Improve decision making and address priorities*
- *Raise satisfaction and services performance*
- *Increase enjoyment of homes*

*I have seen these benefits build up gradually over time and seen the evidence through higher satisfaction and improved performance. I believe Viewpoint tenants, staff and Board can and should enjoy these benefits. If you agree please take part, you are key.*



# Who are Fern's Kitchen?

Hazel Cornish and Sarah Midlemis

## Hazel and Sarah opened Ferns Kitchen at Balfour House, Cameron Toll, in August last year.

Our aim is to create a welcoming hub where people can come enjoy the relaxing surroundings with a chance to enjoy local community artist work, chat, lunch, find out about other local organisations their work and join in events. If you are part of an organisation who might like to work with us, then please email us on [fernskitchencatering@gmail.com](mailto:fernskitchencatering@gmail.com)

The community café is aimed at reducing social isolation for older people

in south Edinburgh. We offer a range of services and events, including our Monday and Wednesday lunch club (transport available soon – hopefully on a Wednesday), our Wednesday matters events which offer signposting and our popular Fish and Chip Fridays (2 courses and a cuppa £5 - bargain!)

We will soon be offering employability training and volunteer opportunities to people with barriers to employment.

We are also offering a wide range of home cooked affordable, nutritious food cooked on site. In addition to the café food we also offer a frozen ready meals range which people can buy from the café or through our ready meals e-mail address, [fernskitchenrm@gmail.com](mailto:fernskitchenrm@gmail.com). In addition to this we are in the process of setting up a

delivery service, so if you are interested and live in the south Edinburgh area please get in touch.

**You can keep up to date with what's going on through our blog at**



**[fernskitchen.org](http://fernskitchen.org), Facebook, Twitter @ferns\_kitchen or on Instagram.**

**Find us at Balfour House, 10 Cameron Crescent, EH16 5LB.**

**Open Mon- Fri 9am – 2pm, Tues 11:30am – 2pm**

**Call us on 07565651031**



### Wednesday Lunch Club

**12pm - 2pm**

**2 courses & a cuppa**

**Activities**

**Transport available**

**(limited availability from 7<sup>th</sup> January- booking essential)**

**Only £7.50!**

**Tel: 07565651031**

### Café Opening Times

**Mon 9-4pm  
Tues 12-4pm  
Wed 9-4pm  
Thur 9-4pm  
Fri 9-4pm**



One City Trust

Firstport



UnLtd

Community Cafe

Lunch Club

Ready Meals

Outside Catering

Affordable

Home Baking

Tea Dances  
Events

Volunteering  
Opportunities

Employability &  
Training

### FERN'S KITCHEN

Balfour House,  
10 Cameron Crescent,  
EH16 5LB  
[fernskitchencatering@gmail.com](mailto:fernskitchencatering@gmail.com)  
Web address;  
[fernskitchen.org](http://fernskitchen.org)  
Tel: 07565651031

# Craft Café news



**C**raft Café members have got stuck straight in to their artistic projects for 2018. Whether it be oil painting, sewing dolphins or capturing the northern lights, there is always something to inspire you in

the workshop. Over the past few months the group have been snapped on Polaroid film at their activities by Kate and Sarah (the Artist in Residence and Assistant Tutor). These are on display in the Craft Café Gallery and Shop just outside the workshop alongside artworks, craft items and a new jewellery line. Hope to see you along soon!

## Opening hours

The St Raphael's Café (6 South Oswald Road) is open 3 days a week, Tues – Thurs

The Lennox House Café (22 Lennox Row) is open on a Friday.

Workshops run from 10am - 4pm





# Viewpoint Tenants Representative Group

**“Your independent voice in working with our Executive”**

## BECOME A VTRG REPRESENTATIVE NOW

### Background

The VTRG is an elected independent group of tenants from each Viewpoint complex. Each complex is entitled to elect 2 representatives, 3 in the case of larger sites. The VTRG is managed by a Committee, whose members are elected annually

at the AGM. Your Committee meets Viewpoint executives regularly and the Board formally, to consult on annual rent and service charges. The VTRG Committee provides independent support to members and advice, support and encouragement to all Viewpoint tenants.

### VTRG purpose

- An independent voice for all Viewpoint tenants.
- Promotes the interests and wishes of all tenants.
- Holds Viewpoint accountable for the prudent and effective use of tenants money collected from rent and service charges.
- Advises and assists Viewpoint to ensure that tenants' issues are always dealt with.

- Provides an important communication channel between Viewpoint and tenants.
- Provides Viewpoint with independent advice on tenants' views on the provision and development of services, policies and procedures.

### Membership

The VTRG welcomes and relies upon elected tenant participation. Without your active support we cannot “make a difference”. The VTRG Committee respectfully urges you to use your voice and your right to nominate and elect suitable representatives from your complex. If you would like further information on how to become a VTRG representative, please contact your Housing Officer.

## @HOME Update

*Anne McCarry, Housing Services Manager*

**O**ur @HOME service is now up and running at Croft-an-Righ in Abbeyhill, supporting tenants with our @HOME package. Some tenants have been referred via the Council and some are privately funding the service. We also have some tenants waiting to be transferred over to Viewpoints @HOME service from other providers, and this will be happening over the course of the next few months.

The @HOME Team Leaders are continuing to recruit for Support Workers to enable us to provide the best service possible to all who wish to receive this service.

The next step will be to start the @HOME service in Gillespie Crescent in the next few months. We will initially recruit @HOME Support Workers and ensure they undergo a full training programme before we start taking on referrals from the Council. For more information about this service you can contact me on 0131 6684247.



Our @HOME team at Croft an Righ

## Happy To Translate Toolkit Relunched in December 2017



**V**iewpoint continues to work with Happy to Translate. This is an important aid for any tenant or resident whose first language is not English. The toolkit offers a range of language aids both visual and written. These can also be accessed via a mobile app, with a translation service for documents available too, as well as interpreter services if required.

The toolkit was relunched in December at the Scottish Parliament and Viewpoint's Learning and Development team attended this event.

Any tenant or resident wishing to use Happy to Translate can easily do so by contacting their Coordinator or Manager.



# Brave St Raphael's Staff Raise over £1000 for Support in Mind Scotland



Staff from St Raphael's Care Home have raised an impressive £1011 for Support in Mind Scotland by braving some stomach-churning surprises in a 'Bushtucker Trial'.

Support in Mind Scotland (SiMS) is Viewpoint's Charity of the Year.

Volunteers showed they have a big appetite for fundraising by taking on a range of unpalatable plates in the trial at St Raphael's on 19 January.

Cheered on by colleagues, residents and SiMS very own version of Ant & Dec (Colin and Iain), the magnificent seven munched their way through creepy crawlies and other unmentionables to complete the challenge.

Well done to Mary, Brian, Heidi, George, Fotis, Stella and Shirley for their efforts. Rather than us!

## Why Intergenerational Work?

*Lyn Jardine, Head of New Business Innovation*

The Channel 4 programme, "Old People's Home for 4 year Olds" has done a massive amount to increase the awareness and prominence of intergenerational work. The difference in having regular, active engagement of children is quite profound. Over the last few months we've been working closely with Kidzcare Nurseries to delivering meaningful intergenerational opportunities. Our work with them builds on an existing relationship over the last year or so. We felt that it would great to try closer work and bring some of the nursery children into a care home to take part in their normal activities, instead of simply coming as a wee outing.

Following an assessment of risk, agreement on who would do what, what resources were required etc, we agreed to start a pilot in Marian House on a small scale in November. Eleanor Douglas, Activities Coordinator at Marian House and Elizabeth Douglas, Learning and Development Manager provided the nursery staff with training on Dementia Awareness. This was purely for the staff – the kids don't notice or care that someone might be different! In return, Kidzcare are going

to provide safeguarding for children training for the Viewpoint team.

We've deliberately started small and for 1 hour a week a small band of 4 year olds troops merrily in through the doors to Marian House, to a group of residents who are delighted to see them. From the start the visits have proved highly popular

There is continual feedback between the two staff teams and a review meeting was held in February which confirms that everyone is extremely pleased with the success so far. The group of children attending has stabilised and are becoming very attached to the residents. Further children from another Kidzcare nursery hope to visit and we are hoping another time can be arranged in the week.

We look forward to good weather and getting out in our lovely garden which we are sure the children will enjoy.

We are keen to evaluate the impact of this pilot, and appreciate that both ourselves and Kidzcare are already collecting lots of useful information that we can use to pull together an evaluation report. We're keen to hear

from other staff, residents and family members to get a better picture of the impact of this work. If you have anything that you would like to share please contact me at [lyn.jardine@viewpoint.org.uk](mailto:lyn.jardine@viewpoint.org.uk) or speak directly to Eleanor Douglas or Margaret Stewart who are directly responsible for how the pilot is managed at Marian House.



for our residents and the children participating. Activities for both groups to share have included, making models with Duplo, Christmas traditions, decorations and party games, sharing nursery rhymes and in the next few weeks there will be storytelling, singing and music, a comparison of childhood games now and in the 20th century, baking, exercise and dominoes. Marian House staff have been very supportive and keen to get involved in sharing the experience and assisting our residents to participate.



# Glenesk House, Midlothian

Julia Murray, New Business Project Manager

Over the last few months Viewpoint's New Business and Innovation staff have been looking at its assets and land and meeting with local authorities to see if there are any partnerships we can foster to develop some of these.

Glenesk, situated at Eskbank, Dalkeith and already in Viewpoint's ownership may be an ideal site for extra care housing. Extra care housing provides flats slightly larger than the norm with consideration in the design to allow for ease of movement around them with equipment and, for example, hidden hoist support and the space in bedrooms to provide hospital beds if need be. Additional lighting and consideration of décor to aid people with dementia would be integrated along with

broadband which can support technology to help people's management of their long term conditions.

Care would be provided, on site, to tenants with mixed levels of need with the idea being that, as someone ages, their home can be adapted to suit their increasing needs and reduce the need for a temporary hospital or a care home placement.

Set in the grounds of Glenesk House, the walled garden is being investigated to see whether Viewpoint could or should develop the land. Things are at an early stage at the moment and whilst early indications are good, the feasibility includes whether funding is available, whether the rents and funding can support the development costs with building costs rising and a shortage of skilled tradespeople. It's a fine balancing act where we



Glenesk House in Dalkeith

have to take into account not only the long term financial viability of the site but also the suitability of the site for supporting the housing with the ground conditions. Due to its proximity to

colliery works and railways in the area in the past we need to check whether any contamination of the site has taken place as in other places in Midlothian. We also have to take into account the

environmental impact to bats, badgers and protected trees on the site.

Further information will be forthcoming as the months progress.

## New Care Standards from 1 April



**Health and Social Care Standards**  
My support, my life.

It is not long now until the new Health and Social Care Standards come into effect- 1st April 2018! Have you had a look at them to see what standard of care and support you should expect yet?

Since the last issue of Newpoint all departments throughout Viewpoint have been working really hard together to raise awareness of the new standards and that won't stop in April!

Our Learning and

Development Department will continue to raise awareness of the standards by incorporating them into our new staff member's corporate induction so that all of our staff provide the same consistent high quality care and support that you should expect.

Work has also begun on the process of implementing the new standards across the organisation. There won't be a big bang approach to implementation, rather a

steady ongoing improvement based approach where we aim to continuously improve the services that we provide.

To date we have reviewed our policies to ensure they reflect the new standards, developed new audit tools to monitor our progress and have redesigned our care home satisfaction survey so we can get your views on how well we are meeting new standards.

It's your support, your life, your Viewpoint so let us know your views on the new standards and what they mean to you as a part of Viewpoint!

The standards can be found online at [www.newcarestandards.scot](http://www.newcarestandards.scot) and hard copies are available within our care homes and housing complexes on request.



**We've teamed up with the animal rescue charity Give a Dog a Bone and an Animal a Home to partner older cats and dogs with older people. This low-cost animal adoption service benefits people and pets alike by providing a home for the animal and company for tenants. If you are a Viewpoint tenant and are interested in pet adoption speak to your Coordinator or Housing Officer- they'll be able to give you more information.**



# Balfour House's "Wee Gem"



*Margaret Bolan, Housing Coordinator*

A man on the radio made a claim recently the he thought he could well be Britain's oldest "paper boy" at aged 74.

Well!! He is not! Here in Balfour House, Cameron Crescent a lady called Miss Margaret Boa, known to all as "wee Margaret", at the age of 95 years young surely must be Britain's oldest "paper girl" or boy.

Margaret goes to the local shop twice a day to pick up the morning and evening papers in all-weather conditions summer and winter. She then delivers the newspapers around the flats to her fellow tenants both morning and evening. But the story does not end there.

"Wee Margaret" regularly helps her neighbours who are housebound or not as mobile as herself by collecting their prescriptions, doing their shopping, going to the post office for stamps etc, setting out the crockery for the weekly coffee morning, collecting the money and giving out the numbers for the "Bonus Ball" competition weekly. When there is a party night at Balfour House, Margaret, is always on hand to help with setting up tables. This nonagenarian lady's selfless help to others is a shining token of her generosity of kindness and human spirit.

"Wee Margaret" is; without a doubt; "Balfour House's" "Wee Gem"

# Magic tables bringing joy to our care homes

Last September, our New Business team arranged a demonstration from a company called Active Cues, that developed the Tovertafel (Magic Table) along with Hester le Riche PHD at the Delft University of Technology in the Netherlands.

Staff were so totally blown away with the demonstration, and the almost instant engagement that it created with our residents with dementia. So much so, that this February saw the introduction of a Tovertafel in each of our Care Homes.

The Tovertafel is a projector suspended from the ceiling, with an interactive light projection to a table which encourages people on the dementia journey to move, focus and provides them with a fun activity. Infra-red beams, when interrupted by movement of the user, can alter or impact on the image shown on the table top creating moments of surprise and happiness for people living with dementia.

This magical resource will also be used as a tool for some of the intergenerational work we are carrying out with local nursery children coming regularly into our care homes. Everyone will find it fun! The Magic Tables are available



for organised sessions, or on an ad-hoc basis when visitors want really meaningful interaction their relatives – if you can get the staff away from it, that is!

As an organisation we are keen to develop more meaningful ways that technology can assist with providing quality care, support and opportunities for improving services in general. We would love to hear your thought and ideas. Please contact either our Head of New Service Innovation, Lyn Jardine on [lyn.jardine@viewpoint.org.uk](mailto:lyn.jardine@viewpoint.org.uk) or our New Business Project Manager, Julia Murray on [Julia.murray@viewpoint.org.uk](mailto:Julia.murray@viewpoint.org.uk). Alternatively you can call the office on 0131 668 4247.

# More Qualification Success!!

Following on from the success of the previous qualification party in September 2016, a further celebration took place on 18 January in St Raphael's dining room. 89 employees were invited to the award ceremony (not all could attend though) and following this refreshments were served and photographs taken.

The impressive list of qualification success demonstrates the commitment Viewpoint has to ensuring employees are suitably qualified to fulfil their roles. The Learning and Development team focus throughout the year on making sure all employees are inducted properly and thereafter are offered ongoing learning and training opportunities.





# Viewpoint Procurement 2017/18

Viewpoint has over the last year carried out various procurement exercises which we have to do periodically under government guidelines. This enables us to continually look at new ways of working and refreshing our service delivery.

These procurement exercises are carried out to provide a best value approach to our contract

management and in doing so provide a quality service to our residents and tenants.

The procurement process provides timely maintenance and repairs services including all planned and cyclical works streams. Establishing excellent relationships with all our contractors involved is imperative. The Viewpoint team is also looking for innovation to realise efficiency

savings throughout the duration of the contracts. Most of our current contracts are for 3 years with an option to renew for a further 2 years subject to satisfactory performance against agreed Key Performance Indicators.

Some of the contracts already procured are:-

Contractor	Contract information	Award Date
Mears	Repairs, Maintenance and Voids	May 2017
Saltire	Gas servicing and repairs	October 2017
SGS Ltd	Asbestos surveying	December 2017
Northern Asbestos Ltd	Asbestos management	December 2017
JLA	Commercial servicing of white goods	January 2018
Pentland Domestics	Domestic servicing of white goods	January 2018
Michael Dyson Ltd	Stock condition surveys	January 2018
Saltire	Stage 3 adaptation works	January 2018
J O'Connor	Edinburgh area landscaping	January 2018
Countrywide	Fife area landscaping	January 2018
Athena Ltd	Fire Risk Assessments	January 2018
In Depth Ltd	Boiler Controls Servicing and Repairs	February 2018

As you will see from the above list there has been a large volume in procurement of services completed in the last year or so and going forward we still have the following contracts to tender and procure through to award.

Window cleaning
Fire alarm and emergency lighting
Hoists and bed servicing
Periodic electrical testing and associated electrical works
Water risk assessments
Planned works programmes
Telecare



Did you know that every time we arrange a repair we ask tenants to fill a short feedback form? And every quarter one lucky tenant gets a £50 voucher for returning the form to us. Mrs Barclay from Lade Court is our winner this quarter. She received a £50 voucher from Jake Irvine. Keep your repairs feedback forms coming and you too could win!

James Notman	Asset Management	IOSH - 4 day Managing Safely
David Stewart	Asset Management	IOSH - 4 day Managing Safely
Paul Devine	Asset Management	IOSH - 4 day Managing Safely
Nigel Seymour	Asset Management	IOSH - 4 day Managing Safely
Norrie Jones	Asset Management	IOSH - 2 day Supervisory Safety
Alan Badura	Asset Management	IOSH - 2 day Supervisory Safety
Elizabeth Douglas	Learning and Development	Moving and Handling Trained Trainers and IOSH 2 day Supervisory Safety
Katie Ponsonby	Lennox House	SVQ2 Health and Social Care
Lauren O' Neill	Lennox House	SVQ2 Health and Social Care
Erin Gorrie	Lennox House	SVQ2 Health and Social Care
Margaret Kane	Lennox House	REHIS Cleaning and Disinfecting Elementary Course
Ramon Labrador	Lennox House	REHIS Cleaning and Disinfecting Elementary Course
Carolyn Burns	Lennox House	REHIS Cleaning and Disinfecting Elementary Course
Elizabeth Ashworth	Lennox House	REHIS Cleaning and Disinfecting Elementary Course
Robin Bromley	Lennox House	REHIS Cleaning and Disinfecting Elementary Course
Elizabeth Ashworth	Lennox House	REHIS Food Hygiene Elementary Course
Robin Bromly	Lennox House	REHIS Food Hygiene Elementary Course
Ferenc Miko	Lennox House	REHIS Food Hygiene Elementary Course
William Suttie	Lennox House	NCC Level 2 Acquired Brain Injury
Lynsey Jack	Lennox House	NCC Level 2 Mental Health
Amy O'Connor	Lennox House	NCC Level 2 Mental Health
Francisco Torres Ceballos	Lennox House	NCC Level 2 Dementia Care
Sarah Galbraith	Lennox House	NCC Level 2 Tissue Viability
Jill Paterson	Lennox House	NCC Level 2 Tissue Viability
Elaine Tortuya	Lennox House	NCC Level 2 Tissue Viability
Katarzyna Murthy	Lennox House	NCC Level 2 Tissue Viability
Nafisa Hussien	Lennox House	NCC Level 2 Tissue Viability
Rajesh Murthy	Lennox House	NCC Level 2 Tissue Viability

Kenny Swinton	Lennox House	IOSH - 4 day Managing Safely
Sarah Galbraith	Lennox House	IOSH - 2 day Supervisory Safety
Ronnie De Los Santos	Marian House	SVQ2 Health and Social Care and NCC Diabetes Awareness
Angela Lamb	Marian House	SVQ2 Health and Social Care and NCC Level 2 Dementia Care
Jacqueline Legaspi	Marian House	NCC Level 2 Continenence Care
Anne Forbes	Marian House	NCC Level 2 Infection Control
Roger Pasquin	Marian House	NCC Level 2 Infection Control
Ben Sappayani	Marian House	NCC Level 2 Dementia Care
Felisa Aguado	Marian House	NCC Level 2 Tissue Viability
Emma Inganeng	Marian House	NCC Level 2 Care Planning
Asa Kitching	Marian House	NCC Level 2 Challenging Behaviour
Gigi Joseph	Marian House	NCC Level 2 Stroke Awareness
Susan Dube	Marian HOUse	NCC Level 2 Infection Control
Ronaldo Sanchez	Marian House	IOSH - 4 day Managing Safely
Margaret Stewart	Marian House	IOSH - 2 day Supervisory Safety
Steven Jamieson	Marian House	Moving and Handling Trained Trainers
Anne McCarry	People and Place	Diploma in Housing
Neil McKnight	People and Place	SVQ4 Leadership and Management, IOSH Supervisory Safety and Level 2 Mental Health Awareness Problems
Ray Chamber	People and Place	SVQ4 Leadership and Management
Margaret Budge	People and Place	SVQ4 Leadership and Management
Alex Edwards	People and Place	Chartered Institute of Housing Level 3
Alice Newlands	People and Place	REHIS Cleaning and Disinfecting Elementary Course
Martha Smith	People and Place	REHIS Cleaning and Disinfecting Elementary Course
Susan Burrell	People and Place	REHIS Food Hygiene Elementary Course
Leanne McAndie	People and Place	Certificate In Mental Health Awareness Problems
Kirsty McClintock	People and Place	Certificate In Mental Health Awareness Problems
Alibhe Burke	People and Place	Certificate In Mental Health Awareness Problems
Shirelle White	People and Place	Certificate In Mental Health Awareness Problems
Nafeesah Ahmed	St Raphael's	SVQ2 Health and Social Care
Kemi Adebayo	St Raphael's	SVQ2 Health and Social Care
Carlos Morgado	St Raphael's	SVQ2 Health and Social Care

Calum McInnes	St Raphael's	SVQ2 Cookery Edinburgh College
Stuart Buchan	St Raphael's	SVQ2 Cookery Edinburgh College
Christine Mpaata	St Raphael's	SVQ2 Health and Social Care and NCC Level 2 End of Life
Beata Nowak	St Raphael's	REHIS Cleaning and Disinfecting Elementary Course
Dorota Parylak	St Raphael's	REHIS Cleaning and Disinfecting Elementary Course
Ewa Plaskota	St Raphael's	REHIS Cleaning and Disinfecting Elementary Course
Katarzyna Kornacka	St Raphael's	REHIS Cleaning and Disinfecting Elementary Course
Agnieszka Kapera	St Raphael's	REHIS Cleaning and Disinfecting Elementary Course
Anna Broszko	St Raphael's	REHIS Cleaning and Disinfecting Elementary Course
Fotis Demengelis	St Raphael's	REHIS Food Hygiene Elementary Course
Robert Przybyl	St Raphael's	REHIS Food Hygiene Elementary Course
Audrey Vass	St Raphael's	NCC Level 2 Therapeutic Activities
Mary Thomas	St Raphael's	NCC Level 2 Care Planning
Carol Kean	St Raphael's	NCC Level 2 Continenence Care
Ronald Legaspi	St Raphael's	NCC Level 2 End of Life
Bindu Phillip	St Raphael's	NCC Level 2 End of Life
Romino Aquino	St Raphael's	NCC Level 2 Challenging Behaviour
Abbie Dickson	St Raphael's	NCC Level 2 Challenging Behaviour
Hazel Do Los Santos	St Raphael's	NCC Level 2 Dementia Care
Heidi Nacar	St Raphael's	NCC Level 2 Dementia Care
Cecilia Ferrer	St Raphael's	NCC Level 2 Dementia Care
Janice Legaspi	St Raphael's	NCC Level 2 Dementia Care
Zofia Wieczorek	St Raphael's	NCC Level 2 Care Planning
Theresa McKenna	St Raphael's	NCC Level 2 Healthy Eating and Diabetes Awareness
Melissa Lourie	St Raphael's	NCC Level 2 Dementia Care
Lauren Pennycook	St Raphael's	NCC Level 2 Continenence Care
Filomena Ferreira	St Raphael's	NCC Level 2 Continenence Care
Anna Bakart	St Raphael's	NCC Level 2 Care Planning
Tom Begg	St Raphael's	IOSH - 4 day Managing Safely
Mary Burns	St Raphael's	IOSH - 2 day Supervisory Safety
Dorota Meger	St Raphael's	Moving and Handling Trainer
Cecilia Ferrer	St Raphael's	Moving and Handling Trainer



# From around the complexes...

## Croft an Righ Kitchens



Our tenants at Croft an Righ have welcomed the further investment made in their properties again this year with kitchen replacements to a number

of flats with-in the complex. Although there is more to be done, with the stock condition survey commencing mid-February this will help Viewpoint target further investments in these areas for future planned work. Watch this space for further news.

## Buchan Gardens Heating

You may have already heard of EESHH, The Energy Efficiency Standard for Social Housing (which aims to improve the energy efficiency of social housing in Scotland). Our tenants at Buchan Gardens certainly have as they have recently benefited from the large investment Viewpoint has delivered under this standard. This includes state of the art, new condensing gas combi boilers, new heating pipework throughout and radiators being installed

in every room. This has established new standards in the way we carry out heating upgrades in our properties.



# You Said We Listened

## Haugh Park

Some of the tenants found it very difficult to access the common room because of the narrow corridor. The entry door was very heavy as it was a fire door so tenants using wheelchairs and walking aids had great difficulty - some chairs were too big to get through. Tenants asked if the window could be replaced with a door which would allow direct access into the common room. The window has now been replaced by double patio doors, making it very easy for wheelchairs to get in.

## St Albans

Tenants were unhappy with the corridor lights, so brand new light fixtures were put in along the corridors to brighten the place up.

## Balfour House

The front door was just an ordinary one which had to be opened by a large handle. This made it difficult for tenants to try and hold the door open then manoeuvre their walkers/trolleys through the door. The tenants asked for an automatic door to make things more accessible for them. Viewpoint listened and the door was fitted in February.

## Marian House

Residents in the downstairs garden rooms complained there was not enough light getting in to their rooms. In response Viewpoint improved the internal lighting in the rooms, removed a large conifer in the garden which was blocking out daylight and cleaned the canopy above the garden rooms to allow more daylight in.

## Kilravock

At a recent meeting at Kilravock House, residents expressed an interest in having computer classes on site. General interest amongst all residents was gathered and Tap Into IT was approached.

Classes are now up and running at Kilravock on Thursday mornings at 10.30am. Visitors from all complexes are very welcome to come along to this new venue.

Classes are also continuing to be held at Old Farm Court and Gillespie Lodge. Tap into IT provides support on the use of laptops, tablets and mobile phones. Tenants can drop-in for problem solving advice and also 1-1 sessions for beginners in their own homes can be provided.

**For any further information please contact Mike Ellis, Tap Into IT on 07505555011 or Susan Burrell, Supported Housing Co-ordinator on 0131-662-5112 at Kilravock House, 5 Oswald Road Edinburgh EH9 2HE.**

## City Park, St Andrews

A disused bathroom was converted by Viewpoint and transformed into a craft room. Thanks to funds from St Andrews Town Funding tenants were able to buy furniture and crafting materials for the new craft room. This has enabled them to make crafts and cards for a charity sale in September in which they managed to raise £900 from raffles, tombola, cake stall and crafts. This was donated to MND (Motor Neurone Disease) and TCCL (a holiday house for Tayside and St Andrews' children with cancer and Leukaemia and their families), which was a brilliant result!

## St Raphael's

Residents came up with an idea to assist in setting the dining tables for lunches and other meals as they would in their own homes. Stella, our Activities Coordinator is taking this forward.

VIEWPOINT  
joy in later years

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Viewpoint Housing Association  
Scottish Charity No. SC005619  
A Scottish Charitable Housing  
Association

### Office Opening Hours

Monday - Thursday: 9am - 5pm  
Friday: 9am - 4.30pm

If you have an emergency when the office is closed, pull the cord of your alarm call system or t: **0800 783 3615**

### Property Services: Call Handling Hours

Mon: 9am - 5pm  
Tue: 10am - 5pm  
Wed: 9am - 5pm  
Thu: 9am - 5pm  
Friday: 9am - 4.30pm

### Ways to Report a Repair

Repairs Desk direct number:  
**0131 662 0688**  
Freephone repair number:  
**0800 345 7347**  
e: **repair@viewpoint.org.uk**  
w: **www.viewpoint.org.uk**