



‘Anchor- more than bricks
and mortar’



The Resident Involvement & Wellbeing Team

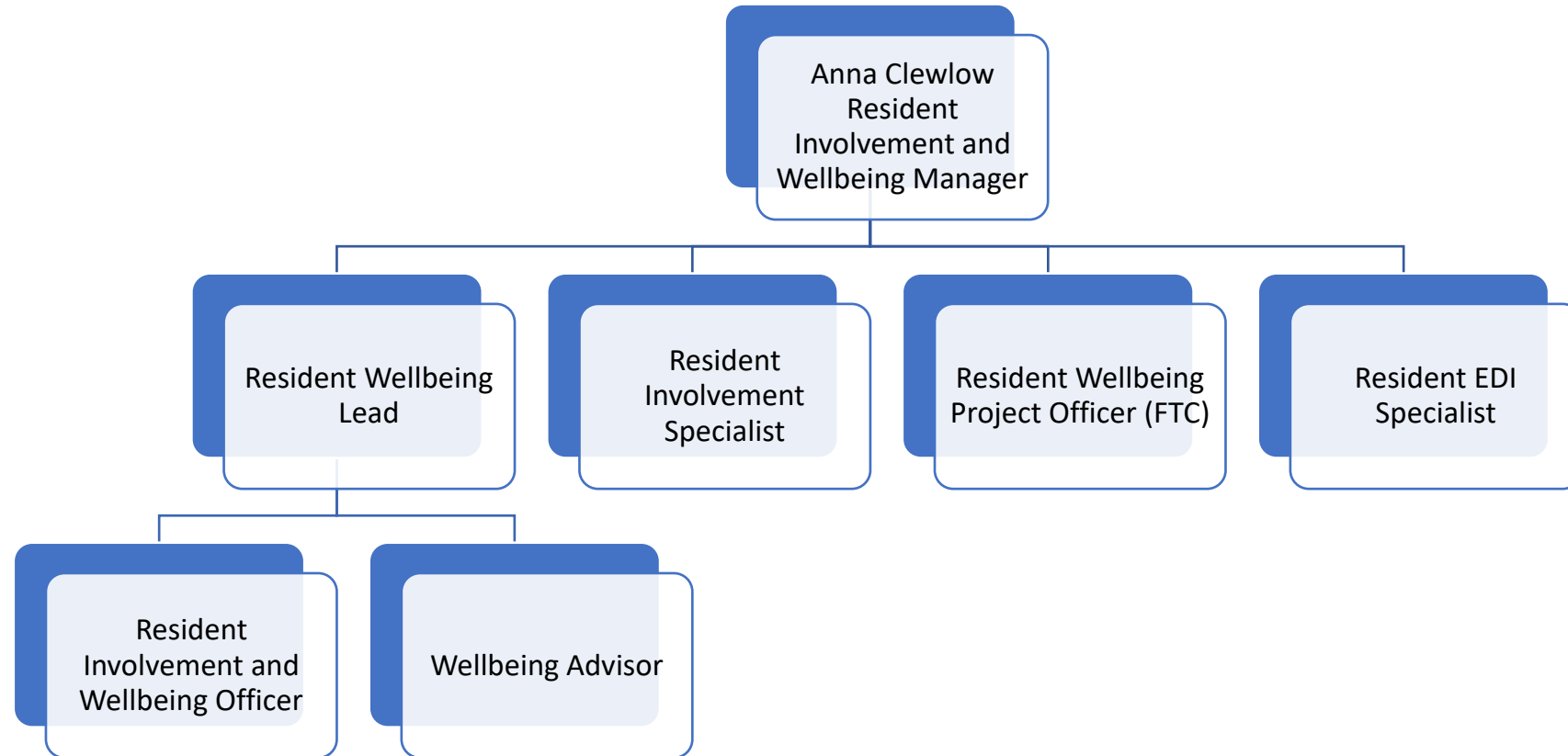
**Be
Involved**
listening and acting



**Be
Well**



Team Structure



Why Wellbeing

Why wellbeing?

We want to provide homes where people can love living. As part of this, our Business Plan states that we will develop a comprehensive approach to wellbeing for our residents.

Our new wellbeing strategy mirrors the NEF model. A great deal of research has been conducted on wellbeing. The approach developed by the New Economic Foundation (NEF), following over 20 years of research, provides a simple and effective framework. The NEF approach identifies “five ways to wellbeing”, namely:

- **Connect** - with family, friends, colleagues or neighbours: “Giving time and space to both strengthen and broaden social networks is important for wellbeing”
- **Take notice** - savour the moment, observe life’s pleasures and reflect on experiences: “Reflecting on your experiences will help you appreciate what matters to you.”
- **Keep learning** - try something new, rediscover something old: “Learning new things will make you more confident, as well as being fun to do.”
- **Be active** - anything physical which suits a person’s mobility: “Small changes in activity levels... will enhance wellbeing
- **Give** – volunteer or do something nice for someone else: “Giving back to others promote(s) wellbeing for people of all ages.”

We are therefore wanting to focus efforts on strengthening and expanding the following as core nationwide elements of the wellbeing service. By doing so, we will cover all elements of the NEF framework detailed above, as well as supporting residents’ financial health.



Covid 19 – Combatting loneliness

What we did:

- Stay Connected
- Coffee Mornings
- More Be Active sessions
- ReEngage



Stay Connected – Covid -19

During the Covid 19 Pandemic we ran with a Stay connected Initiative. We were able to get £30k of funding to enable us to purchase 200 tablets with the aim to get these delivered to residents who were identified the most venerable and likely to suffer from Social Isolation.

We surveyed the residents after restrictions were lifted and 88.4% of residents who had borrowed a device said it had improved wellbeing

Equipment has improved wellbeing	#	%
Positive	84	88.4%
Strongly Agree	74	77.9%
Mainly Agree	10	10.5%
Neither Agree nor Disagree	5	5.3%
Neither Agree nor Disagree	5	5.3%
Negative	6	6.3%
Disagree	3	3.2%
Strongly Disagree	3	3.2%
Grand Total	95	100.0%

Area of Country	#	%
South West	34	16.0%
West Midlands	32	15.1%
South East	31	14.6%
Greater London Authority	30	14.2%
Yorkshire and The Humber	26	12.3%
North West	23	10.8%
North East	22	10.4%
East of England	10	4.7%
East Midlands	4	1.9%
Grand Total	212	100.0%

Row Labels	Count of What have you used it for?
Allsorts/multi	26
Keeping in touch with family and friends via video	14
Social networking	3
Shopping	3
Accessing other services	3
email	2
News and weather	2
(blank)	
Grand Total	53

Who we helped

Going from looking like a storage facility to being able to help over 200 residents to live as much as a “normal” life as possible whilst increasing health and wellbeing has been such a humbling and rewarding experience. To be able to speak to each recipient of a loaned device and hear how it has changed their life was overwhelming. From Mr Lane who reconnected with hobbies to seeing his great grand daughters first steps, Enid being able to Skype her daughter and Roger who has been able to continue his teaching of orphans in Uganda. Just to name a few.



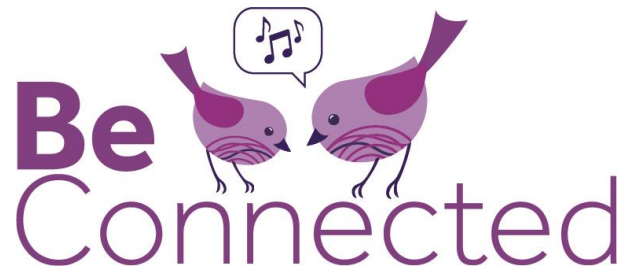
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VIVAVIDEO



New Branding





Be Active is our online wellness and movement programme to support residents take care of their physical health and wellbeing.



Be Digital is a tablet loan programme, that provides digital support and guidance for people living and working with us.



Be Skilled is a new and exclusive online learning resource that's currently being trialled by a large number of residents.



The Connected Club is an elite club for Anchor residents to join. It gives them first access to competitions, newsletters and focus groups and invitations to our virtual coffee mornings.



Be Wise is our free and confidential advice service which offers practical help to all housing customers and colleagues.



Be Digital

Our Be Digital programme is a tablet loan scheme, that provides digital support and guidance for residents

- Local Managers can borrow up to 20 devices for 6 months to help with resident activities
- Individual residents can also borrow a device for 8 weeks.

We currently have over 40 devices out on loan and looking to pilot Be Digital in the Manchester area



What is the Be Active Programme?

Be Active is Anchor's wellness and movement programme to support people to take care of their overall health and wellbeing on a national level. The main theme of Be Active is that everything should be safe, comfortable, fun, simple and non-technical.

We are also working in partnership with Peaks & Plain, Paradance UK and Walking Football Association

We have 160 Residents that take part in our Monday Wednesday and Thursday Sessions



What is Be Skilled?

Previously known as People's Academy, Be Skilled is a new and exclusive online learning resource that has been trialled by a large number of residents.

We have been working with residents to review the content available and feedback on what they would like to see. This is a similar platform to colleagues 'My Learning'.

We have 190 Residents register for Be Skilled.

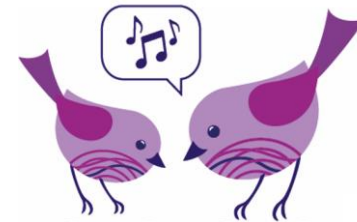


What does Be Skilled have to offer?

Be Skilled hosts a variety of online courses and a range of documents relating to our processes and benefits. Courses can be done in residents own time and there's no requirement to complete them, but they are available should residents wish to expand their knowledge.

Just some of the current information we have available includes:

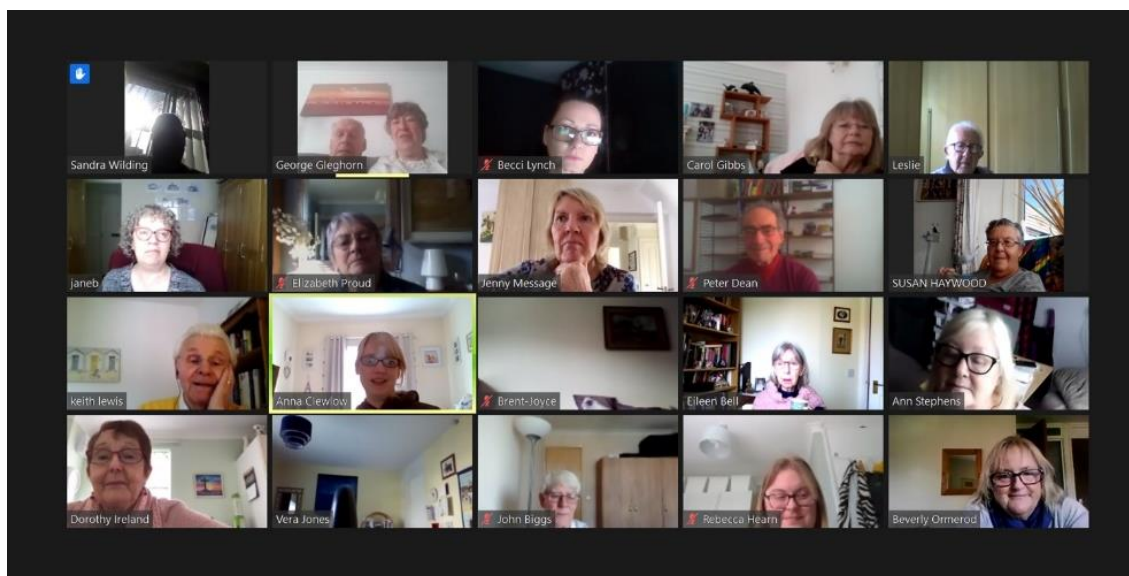
- 5 Ways of Wellbeing
- Resident Group Set Up Guidance
- Repairs Process
- Let's Give Poetry a Go
- Anchor's Complaint & Anti-Social Behaviour Helpsheet
- PDSA First Aid Training



What are the Coffee Mornings?

Our virtual coffee mornings were introduced at the beginning of lockdown and it has been an opportunity to prevent loneliness and social isolation. The coffee mornings happen weekly on a Tuesday at 11am via Zoom and last around 1 hour.

All residents are welcome to join. It is a chance for residents to come together and have an informal chat about anything and everything, meet new people and also gives residents the opportunity to build friendships and enjoy a virtual social get together.



Introduction of Resident Book Club

We have introduced a book club, another opportunity for resident to come together to discuss books, give recommendations and speak with the author. We have already had a live coffee morning with Author Jess Kitching – *The Girl She Was Before* which and the next Book to review is *Shuggie Bain* by Douglas Stuart.

All books are purchased for the residents.



Gardening Competition

The Annual Gardening Competition saw over 400 entries, entries were sent in for best Individual garden, Communal Garden, Basket and Tubs and Fruit and Veg Garden. Sandino Court saw one resident Mr Trubshaw turn a wasted area in the garden into a Fruit and Veg garden through lockdown. Mr Trubshaw grew produce which he later gave to residents, and we have done a couple of external press releases with Shropshire Star and Care Home Catering

Quote from Mr Trubshaw 'Gardening is a great way to achieve a healthy lifestyle," he says. "Besides the obvious benefits of the fresh air and exercise, there is the satisfaction gained from watching your garden grow from seed to harvest. The sense of achievement, when sharing with friends and neighbours, is also great for your mental wellbeing.'



Sandino Court – Fruit and Veg

loving later life

A W A R D S



Pawsome
PET



Digital
DYNAMO



Neighbour
LIKE NO OTHER



Avid
LEARNER



The Greatest
GRANDPARENT(S)

**Over 160 nominations
put forward for our six
categories!**



Covid
CHAMP

anchor 

What the some of the winners had to say

Jean Josser & Dylan

"Yay!..... Dylan has won the competition!" I am so really proud of Dylan, I love him to bits, he is my soul mate. It sounds daft to talk to a dog, but that's how I feel, "Congratulations Dylan, you deserve it". I am so pleased; this news has really lifted my spirits and I am glad I entered the competition. I would like to thank all my neighbours for their nominations, kind words and support. I will be getting some chocolates to celebrate at coffee morning with my friends on Friday and of course, Dylan will have a real treat with the winnings."

Pawsome Pet



Ruth Rowlands

"We asked Ruth how she felt about winning the 'Avid Learner' Loving Later Life Award. She said "I feel marvellous! I didn't think I was that clever." "I really did not expect it"

Ruth has just received an iPhone she ordered, so will be embarking on the next bit of learning. She has not had a smart phone before"

Avid Learner



Geraldine Harris

"I was surprised, delighted and privileged to have received the phone call informing me that I had won the greatest grandparent award as there are a lot of great grandparents around. I consider myself to be a very lucky person as I have wonderful children, beautiful grandchildren and great grandchildren and also have fantastic friends and neighbours here at Camberley Close where I have been resident for almost 10 years.

One of my greatest pleasures is family get together and watching the future generations grow. My thoughts are if you can spare a few moments to talk to someone, to raise a smile or to do someone a good turn then your day has been worthwhile. Special thank you to my daughter Corrina for her sneakily nominating me and thank you to Anchor for the honour of awarding me this title."

The Greatest Grandparent(s)



Gill Hayton

"I have worked with computers for many years and I am convinced that, used safely, they can open up many possibilities for all of us. I just want to help the people in my community to feel happy using the internet as much as they would like to and to deal with the problems that inevitably arise (when family members are unable to help)"

Digital Dynamo



RSPCA – Gold Award



As a pet friendly landlord, who's been awarded the Gold Housing Footprint from the RSPCA for the last 3 years, in recognition of the high animal welfare standards in our communities, we were thrilled to be able to have the PDSA attend a couple of our virtual resident coffee mornings.

We were joined in May by Veterinary experts to discuss the 5 Welfare Needs of Pets (Diet, Environment, Companionship, Health & Behaviour), recognising dog & cat body language.

The 2nd session was in June, where we were joined by animal and veterinary experts to discuss lots of interesting things with a focus on understanding cat body language, their vocalisations and how they use their senses. There were opportunities at the end of the session to ask PDSA vet nurse questions which was really informative.

Resident Wellbeing Fayres

We have now held 2 Resident Wellbeing Fayres, one in November 2021 and one in January 2022. This was an opportunity for Residents to join us to look at a variety of Wellbeing Topics

To name a few

- Resident Lead Domestic Violence awareness
- Be Digital
- Be Wise Overview
- Relaxation and Breathing exercises
- Be Active live session from Nia Teacher Katharina and a session from Carl Davis from Living in Fitness
- 2 sessions on Walking Football – delivered by Matthew Bailey from Stockport County Community Trust and Stuart Langworthy from England Team over 60's Walking Football
- 2 Sessions from Hero on Wellbeing 360 and Goal Setting – Sam Gaunt and Vicky Fytche
- Combatting Loneliness - ReEngage

**Resident Wellbeing Fayre 17 January
2022 at 14:00**

To register an interest please email
Beinvolved@anchor.org.uk

In order to access this event you must have a registered account on Zoom.



Whats coming up in 2022

- Be Creative – Arts, music, dance and much more
- Walking Football – 10 week programme
- Resident Roadshows
- Be Active –Residents M.O.T
- Be Skilled – EDI related courses such as BSL courses



Resident Wellbeing – whats their Say

“Thank you all for everything you are doing to look after us so well. The coffee mornings, with their interesting and varied speakers, are such a lift to those of us mainly stuck indoors alone. The exercise sessions get every bit of my body working harder and keeping mobile and flexible, especially during lock-down and now the winter months, when getting outside for walks is so much more difficult. The sessions lift heart and mind as well as body and it is so nice to ‘belong’ to a group. You are all SO appreciated. Best wishes Eileen”



My name is Miss Dorothy Ireland I am 73years, I live at Birch Court Glen Parva Leicestershire.

I have always tried to keep myself fit, in my younger days I loved Athletics, going on bike rides, walking, roller skating, when I got older loved rock and roll, turned to line dancer until I was 68, also use to go country dancing as it was not so fast

We use to find the 10 today Fitness very good as I ran the class with some of the Residents here until lockdown, then I joined the Be active group on line which I found very good, as I still wanted to feel that I was still fit, it helps me not only with my body but mind as well.

Love listening to the podcasts now I have downloading it, especially the yoga one with the breathing. I have told some of the Residents of Birch Court about the Be Active programme they ask me when was I going to start it up again. I have two grown up adults (men) one is 48 Gary, and David 53, they both like walking.

Malcolm from Strawberry Court, Scarborough, has totally embraced everything digital. He loved using the tablet that Anchor provided as part of our [Be Digital](#) initiative

Malcolm's success in getting and being comfortable online was the result of a group application from local manager Donna Hefferon or our Be Digital programme.

Wellbeing colleagues worked with Donna to find out the needs of the residents she would be supporting and training to Be Digital

We provided Donna with 5 tablets all with mobile internet access as there is no communal Wi-Fi at Strawberry Court

Donna used our Be Digital resource pack for Digital Volunteers. This includes 6 different lesson plans for total beginners. After which she accessed further guidance through our website depending on the interests and needs of the residents taking part.

The Wellbeing Team followed up with Donna at regular intervals to see how she is getting on and to offer any further assistance needed. Recently we have extended the tablet loan for another 6-months so that Donna can support more of the residents at Strawberry Court to Be Digital.

Here are the wonderful things that have happened for Malcolm

He has joined our Connected Club and is keeping up to date with everything Anchor and our other Wellbeing Offers in the Facebook group.

He now using Strava on his phone to record his runs.

He used the tablet to create a photo album and video to use as his entry for our garden competition which is also run by our Wellbeing Team.

He now does his grocery shopping online and has it delivered.

He stays connected with family using the tablet, video calling his granddaughters.

Recently Malcolm celebrated his birthday. When asked how he felt Malcolm said: “It was one of the best weekends of my life to have my family come and celebrate my 70th birthday..... “it was very special” And to make things even better, they had all joined together to buy Malcolm an iPad!