



voices

Issue 5
Spring 2018

listen • talk • share

Halifax House Turns 40!!!



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Welcome to the Spring Edition of **Voices**



From left to right: Jo, Rachel, and Deborah
The Marketing and Communications Team

Both residents and staff at JJH have been busy and we have lots of future plans for Spring too. Residents have been giving us valuable feedback at Regional Forums, Scrutiny Panels, and as Resident Inspectors; but don't worry they've had some chill time too, celebrating scheme anniversaries and relaxing with tai chi. JJH staff have been busy too; we're planning on making a real impact supporting ex-service members with our Armed Forces Strategy and we're proud that Tricia Grierson has been selected to work on the Greenhouse Project. She isn't going to be gardening, she's going to be helping to shape the future of housing based on her knowledge, experience and feedback from residents. We'll keep you updated through Voices and we're developing our digital communications. Ben, our new Digital Coordinator at Independent Living Schemes, will be helping you find out more in due course.

Sit back, relax, and enjoy reading the Spring edition of Voices.

Marketing and Communications Team

We want you to get involved and let us know what information matters to you the most. That way we can provide you with a publication that you value.



A big "hello" and "welcome" to all of our new staff who have joined us since the last edition of Voices:

Lorrene Adair	Independent Living Coordinator
Ian Conlon	Applications Development Manager
Paula Emerson	Operations Assistant
Carolyn Hewitt	Independent Living Coordinator
Mark Pimblott	Telecare Operator
Brian Rigby	IT Manager
Jacqueline Sawers	People & Organisational Development Advisor
Adele Smithurst	Independent Living Coordinator
Suzanne Thow	Independent Living Coordinator



Message from **Frances Street**, Chair of the Board



An update on our new 2018/19 corporate strategy.

As a Board we are constantly checking that we are heading in the right direction to deliver our vision of "Living Longer, Living Better". Annually we review our longer term objectives to 2021 as well as our priorities for the coming year. We are committed to delivering our objectives of providing outstanding homes and services, being cost effective and working as one team and we have an exciting and ambitious time ahead.

We have stretched our development programme from last year's ambitions for 540 homes in the next five years to 800 over that same period. If we can get to 1,000 that will be outstanding. However, whilst building new homes is vital, to support the housing crisis, we are fully committed to ensuring our existing homes are of high quality.

In 2018/19 we will have a full review of our existing stock so that we ensure they offer our customers value for money.

Can I take this opportunity to say "thank you" to those that get involved with us. As always, we welcome more residents getting involved. We want to get your feedback to our ambition of "Living Longer, Living Better" and your voice can be heard by taking part in your Regional Forum, Resident Scrutiny Panels and on-line through JJVoices. We look forward to working together and hearing from you.

Frances Street
Chair of Johnnie Johnson Housing

Message from **Yvonne Castle**, Chief Executive...



Welcome to this Spring edition of Voices, the weather is getting better and we've got some good news to share too.

The Armed Forces are very important to us, and of course, our Founder 'Johnnie' Johnson was in the RAF and a flying ace.

We have strengthened our commitment and involvement with the Armed Forces and have signed a Covenant with the Forces which aims to support ex-service men and women. We are also the lead in this area for all the Housing Providers across Greater Manchester.

In the last edition of Voices we shared with you our aim of supporting the NHS to save £1m by 2021. For a short period of time (approximately six weeks) we help people avoid hospital, or we help them come out of hospital quicker, providing a better quality of life in that period. So far, we have helped nine people, three of whom have gone onto

become JJH residents, and we have a 100% satisfaction rate with their experience.

We are delighted to let you know that Tricia Grierson, our Head of Independent Living, has been successful in obtaining one of only 20 places nationally for the National Housing Federation's (NHF) 'Greenhouse Project'. This is a pioneering project to develop new ideas for products and services, themed around 'Adapting for Age' with the aim of helping residents

live in their own homes for longer. The products and services will be made, tested, and then, if successful, be scaled up across the whole housing sector. Big Society Capital is investing £15m to make these innovations for improvement a reality. Look out for updates on Tricia's progress in future editions.

Thanks, Yvonne



Developments Update

Johnnie Johnson Housing is developing new homes! In March we acquired two sites in Doncaster which will be used to build older persons bungalows for rent and shared ownership purchase.

This is part of our journey to take us to a market-making position as an innovative provider of modern, desirable housing for older people. Our efforts will focus on housing options for the over 50's, addressing a range of needs and affordability. There will be choice in terms of the type and size of accommodation e.g. bungalows, flats, down-size dwellings. Rented and shared ownership options will be available.

We're introducing new designs. These designs will be fresh and interesting - leading the way in new-build development. The homes will all be energy efficient - keeping power and heating bills to a minimum. Value for money and high quality design and construction will always be the cornerstone of what we do.



Bollin Park estate

We are interested in developing new schemes in the following local authority areas:

- Stockport
- Cheshire East
- Cheshire West
- Manchester
- High Peak
- Kirklees
- Rotherham
- Doncaster
- Northumberland



Wilmslow town centre

Close to 'signing the deal' are:

- Independent Living apartments at Scawsby, Doncaster
- Bungalows at Bollin Park, Wilmslow

We are also looking at building apartments for Independent Living in the following locations in Cheshire:

- Woodford, near Stockport
- Macclesfield
- Lostock Gralam near Northwich
- Sandbach town centre

Bollin Park site work



As well as planning new properties we are really excited about the redevelopment of Spey House.

This extra-care scheme in Reddish, Stockport is undergoing refurbishment inside and out. New entrances, remodelling of the communal areas, and a complete revamp of the garden are all being undertaken. Watch this space for photos of the results in another edition.

The redevelopment is expected to be complete in early 2019.



Residents' Events



Residents at Heightside in Timperley enjoying a St Patrick's Day celebration

Dorothy's 90th Birthday Celebrations

Dorothy Keats, from Scampton Lodge in Sheffield celebrated her 90th birthday on Sunday 25th March. The residents surprised her with a bouquet of flowers, chocolates and a cake at their Coffee Afternoon the previous Friday. Dorothy said she was overwhelmed and touched by the kindness of staff and residents who had contributed to organise the surprise celebration.



Wii Games

Residents from Portland House in Marple really enjoy playing Wii Games. They used to have a Wii bowling team and were really successful!



Millom Court Mens' Bake-Off

On Monday 9th April three of the residents of Millom Court took part in a "men's bake-off".

All were given the same ingredients and baked an array of lovely scones (with varying success - mainly due to which shelf in the oven they were allocated!)

All three had a great time and a good laugh together.



Residents from Roselea in Baguley, Manchester enjoy regular craft sessions every Wednesday. In April they made Easter bonnets - don't they look great!



Left to right: Kenneth Whittaker, Albert Holding, Les Goodfellow

Universal Credit Update

The next Universal Credit Full Service Roll-outs happened on the 1st May in the following areas:

- North Tyneside Local Authority which covers Killingworth, North Shields, and Wallsend Job Centres
- Newark & Sherwood Local Authority
- Rochdale Local Authority Area which covers Heywood, Middleton and Rochdale Job Centres

If you are of working age, in receipt of Housing Benefit and fall under these areas you are likely to be affected by UC. We are contacting you and advising you on what to do.

To help reduce the impact of UC, you need to ensure that your rent account is paid four weeks in advance and that you have a bank account for your UC to be paid into. You will also need access to the internet as your claim will be managed online. When applying for your claim online, if you currently get support with your rent, it is really important that you select 'Housing Costs' as this will ensure you continue to get support with your rent.

If you live in supported accommodation please contact us as soon as possible so that we can give you further advice. Once you have completed your claim online, you will need to inform us of your payment date so that we know when you will be paying your rent and so that we can enter this on your account.

If you have any queries or require advice about Universal Credit and how it will affect you please contact The Hub on **0345 305 5335** and ask to speak to Income Services.



Have a go at our fun quiz. Get all of the questions right and see if you can spot the connection between all of the answers!

- Q1.** Salty and sweet are two of the five tastes. Name the other three.
- Q2.** Which is the most densely populated borough of New York that contains Times Square, Wall Street and Grand Central Station?
- Q3.** Complete the phrase "as stubborn as a"
- Q4.** The film Shaun of The Dead features which creature?
- Q5.** What is the term for a stretch of coast or shoreline that contains more than one harbour?
- Q6.** Which world-famous magazine was first published in 1886 as a literary magazine that published short stories and poems and is now a women's magazine focusing on fashion and beauty?



- Q7.** Which insect makes a noise by rubbing its hind legs together?
- Q8.** The name of which famous group of Japanese pilots translates as "divine wind"?
- Q9.** Which DIY tool comes in 'Flat-head', 'Phillips' and 'Frearson' varieties?
- Q10.** What theme ties all of the previous answers together?

(Answers on page 15)

Scrutiny Panel Update

Following on from the Grenfell Fire, the Scrutiny Panel chose fire safety as their next topic for review. They felt that this was an important part of JJH compliance to investigate. They have several working meetings scheduled for the coming months and plan to undertake interviews with staff, residents, and contractors as part of their review of the service. Their first task is to shadow ILCs in the North East to better understand the process of fire safety checks.

Scrutiny Panel members recently undertook a two day training course at Stockport Homes to learn about report writing, communication skills and other involvement focused modules.

Congratulations to Kath, Anne and Theresa for their successful work!

The Scrutiny Panel holds regular meetings to discuss previous reviews including an update on the planned maintenance and handyman review actions. If you would be interested in becoming a Scrutiny Panel member, please contact the Hub on **0345 305 5335**.



Anne Mahone, Kath Newell, Theresa Jones with their training certificates

Going the extra mile

Leasehold Officer Carolyn Staddon ran her first marathon in London on 22nd April. She trained by running four times a week since early January in all weathers - gales, snowstorms, torrential rain and temperatures of minus 10 degrees to name but a few!

On the big day she joined more than 40,000 runners in a very hot London to run 26.2 miles fulfilling her life-long dream. She completed the race in just over five hours (5.03.59 to be precise!).

Carolyn said; "It was the both the best and hardest thing that she had ever done: the sight of the finishing line as I turned into the mall was one of those wow moments and running the final 365 yards was very emotional. The support from the crowds along the route was incredible and knowing that I was raising



Left Carolyn in her training vest, right Carolyn just after completing the London Marathon

money for a good cause definitely helped keep me going when things got tough."

Just to show she has boundless energy and commitment Carolyn then went on to run another 3.7 miles for #FinishForMatt the following week. To date she has raised in excess of £1,000 for Parkinson's UK. Carolyn chose to raise money for Parkinson's UK as her Dad has the disease and there is currently no cure. Parkinson's is a long-term degenerative disorder of the central nervous system that affects the motor system and causes shaking, rigidity, slowness of movement and difficulty with walking. Parkinson's UK provides funding for research as well as support for those with this disease.

If you would like to sponsor Carolyn it's not too late: <https://uk.virginmoneygiving.com/CarolynStaddon>

Residents' Fundraising

A fundraising event was held at Finningley Lodge to raise money for the British Heart Foundation in memory of a resident, George Barthorpe. A big thank you to everyone who was involved in raising the £400!

Update on GDPR

In the winter edition of Voices we told you about everything we'd completed in readiness for "General Data Protection Regulation".

At the time it might have been the first you'd heard of "GDPR", but no doubt you've heard plenty since – JJH is probably the only company not to have sent you an email asking you to re-subscribe. That's because we don't send you anything we don't need to send you. We use Voices as our main means of mass communication, and each issue will contain notices that we are legally obliged to make. We bundle them up in this magazine with other news items to limit direct marketing intrusions, and to make sure you get value for money from your rent and service charges. For this reason you can't opt out of receiving Voices, though you can choose how it's delivered – either a paper copy, or via email. We won't make a song and dance of it every issue, but in future we'll make sure a Privacy Notice on the first page of Voices reminds you why you're being sent a copy.

One of our legal obligations this issue is to point you to a new Privacy Notice issued by the Ministry of Housing, Communities & Local Government. JJH, along with all other registered landlords, are obliged to send demographic data for every new JJH household to the Government as part of the "COntinuous REcording of social housing lettings and sales system" (CORE). They've now updated their privacy notice to better explain why we ask you what we ask you, and we need to share this with all recent residents who will have had their data shared with CORE. It's too long to publish in full in Voices, but if you head to our website you'll find it at www.jjhousing.co.uk/contact-us. If downloading it from our website isn't an option for you, please call Customer Services on **0345 305 5335**.



Regional Forums

The three Regional Forums took place in February and March, at Lancaster House for the North East, Brundish House for Yorkshire and Derbyshire and Portland House for the North West. We had increased numbers for all forums, even in the North West when there was a heavy snow fall on the morning of the event. Thanks to all who braved the conditions! Feedback from the forums was positive; nearly 95% of attendees would attend again, and everyone who attended felt they "had their say".

The attendees were updated on the progress of contracts i.e. repairs, gardening, handyman review. Residents were also involved in discussion groups about how we communicate with our residents, and how we can improve and develop this in the future on our journey to Outstanding.

Date for the next meetings are:

- North East – Lancaster House – **5th June**
- North West – Portland House – **7th June**
- Yorkshire and Derbyshire – Scampton Lodge – **14th June**

We are looking for new residents who would like to be involved in our forums and we are working on getting that message out to all our residents, particularly in our general needs properties. We have included a flyer in all our 2018 rent letters and are advertising in our schemes. If you are interested in being involved please contact us at JJHTVoices@jjhousing.co.uk or contact the Hub on **0345 305 5335**.

Halifax House Turns 40!!!

Residents at Halifax House in Dewsbury celebrated the scheme's 40th anniversary in March

Johnnie Johnson bought Halifax House for the Trust from Calderdale District Council (as it was then). He had a pal (ex RAF) who worked there; he took him for a liquid lunch and the deal was done!

The celebrations were organised by the Residents' Association. This group has only been running since March 2017 but it has already bought a new TV and DVD for the lounge, and a barbecue and plants for the garden.

They provided a delicious buffet and lots of cake for everyone to enjoy at the event.



Around 30 residents enjoyed the celebrations along with Yvonne Castle and other members of the team from JJH. Stories were shared from past and present residents and lots of laughter filled the air.

After lunch the residents enjoyed playing games in the communal lounge, taking the celebrations into the evening.

Well done to everyone involved making this such a special day!



The Residents Association

Spey House Enjoy Visits from Children at **Little Green Day Nursery**

Residents at Spey House have befriended their local day nursery and arrange events in the scheme lounge to raise funds to buy equipment for special needs children at the nursery.

Staff and children from Little Green Day Nursery have become regular visitors to Spey House over the last few months and residents visit the nursery regularly to join in their daily activities.

Staff from the nursery are thrilled with the interaction between the two generations and see it as a valued asset to enhancing the development of the children's social skills and development.



Valuable equipment has been bought with funds raised at Spey House by residents as well as fun things such as lots of eggs for the Easter Egg Bonanza.

Warning - Carbon Monoxide Can Kill!

We want our residents to stay safe and all our properties have smoke detectors fitted. Properties with gas and solid fuel heating should have carbon monoxide detectors fitted to alert our residents in the event of a problem.

Please check that you have one and here is a reminder for our residents what to do if a carbon monoxide detector is activated.

Unlike natural gas, carbon monoxide (CO) is both colourless and odourless so it is difficult to tell if it is present. Signs of CO being present may include feeling unwell (tiredness, nausea, light headedness) or CO detectors sounding.

If your CO detector is going off:

1. Call the Emergency Service Provider (ESP) on 0800 111 999. The ESP should attend within two hours and make the property safe (this might include capping off the gas)
2. Ventilate the property and get some fresh air by opening windows and doors
3. If you are feeling unwell, seek medical attention
4. Call JJH on **0345 305 5335** who will arrange for the gas contractor to go in after the ESP and carry out an investigation and gas safety check

Please note sometimes CO detectors will make a loud beeping sound every minute or so. This is a warning of a fault with the detector, usually low batteries. In these circumstances you can call JJH directly and not call the ESP and we will arrange for the gas contractor to sort this out. However if you are in any doubt call the ESP.



Charity of the Year

We raised a fantastic **£4824.00** during the last financial year for SSAFA!

Our lovely residents helped us achieve this by holding coffee mornings, cake sales, competitions and more.

JJH staff ran marathons, raced against a barge, held a staff barbecue and a fantastic raffle!

We want to thank all of you for raising this fabulous amount.



This year's charity is **Alzheimer's Society**, you helped to select this very worthwhile cause and we have lots of exciting plans in the pipeline, watch this space...

Shout Out to...



The Marketing Team, Independent Living and Astraline

– for being shortlisted in the 'Best Resident Involvement Initiative'!



Ben Albiston

– for cleaning up communal computers and getting them to work faster!

To all residents and staff who supported SSAFA our last Charity of the Year

– helping to raise **£4824**.

Planned Works – You Can Make a Difference to our Service!

We are looking for residents to form a working group to give your opinion on our planned works programme. The aims and objectives of the group are to advise and assist on the specifications and materials used in our planned works programmes going forward.

This could include your views on:

- Kitchen and bathroom designs, specifications and colours
- Colour schemes and mood boards in connection with our decoration programmes
- Carpets and floor coverings

- Windows and door specifications
- Interior lighting and electrical specifications
- Boilers and mechanical equipment

We are listening to your feedback as this working group idea was suggested by the Scutiny Panel. It's all exciting stuff and we would value your opinion so if you're interested then please let us know! Contact the Hub on **0345 305 5335**.

New Digital Coordinator Appointment

JJH has appointed a Digital Coordinator **Ben Albiston**.

One of his first jobs was to begin to restore the communal computers at every scheme and to refresh the Wi-Fi access points. This work has resulted in quicker loading times and the clearance of internal bugs. He has also installed new peripherals, such as printers, where necessary.

Each communal computer will now have access to Microsoft Office enabling them to prepare letters, spreadsheets and presentations.

Google Chrome has been set up to access the internet and the Resident Portal set as the homepage so that residents can pay their rent and report a repair.

To make residents' lives easier the following tabs are being pre-set for residents to access: Google | JJH



Resident Portal | Universal Credit | Find your local council | NHS |

In addition the Wi-Fi access areas in schemes have been restored. Any resident's device can connect to the internet and posters have been displayed with the Wi-Fi user name and password.

There's a lot more to come with different methods of enhancing the residents' lives using digital technology.

If Ben the Digital Coordinator hasn't visited you yet, then you're on his list and will be visited soon.

Resident Inspectors

Resident Inspectors are active in all regions!

There have been eight void inspections, three window inspections, one landscaping, and one Astraline inspection.

Of the void inspections, five properties met the lettable standard with information about activities being provided on the noticeboard and the Inspectors being welcomed by an ILC. For the three properties that did not meet the lettable standard, the reasons were: the extractor fan needing cleaning, socket covers needing to be replaced and sealant needing to be redone. All of these issues have been raised with the NHO at these properties to look into.

Feedback from two of the window inspections that took place indicated that there are improvements to be made and this information was passed onto the NHOs for investigation. However, the third inspection

met the cleaning standard and the Inspector remarked that the window cleaner "always does a very thorough job, inside and out, and there are never any complaints from the residents".

The Astraline inspection was an out-of-hours telephone call with high marks and the Inspector commenting that he is "very happy with the service".

The landscaping inspections were generally positive; however litter in the areas had not been removed. These concerns were raised with the NHO to look into.

There has been really useful feedback from the inspections and a big thank you to all those taking part!

To register interest in becoming a Resident Inspector, please contact the Hub on **0345 305 5335**.



What is tai chi?

Tai chi, short for t'ai chi ch'üan, combines deep breathing and relaxation with flowing movements. Originally developed as a martial art in 13th-century China, tai chi is today practised around the world as a health-promoting exercise. Tai chi is characterised by its slow, graceful, continuous movements that are gentle on the joints and muscles. Done correctly, you'll find that the tai chi poses flow smoothly from one into another. Many movements are completed with bent knees in a squat-like position.

What are the health benefits of tai chi?

Studies have shown that it can help people aged 65 and over to reduce stress, improve posture, balance and general mobility, and increase muscle strength in the legs. This is gentle exercise suited for people of any age.

Am I too old for tai chi and how do I know it's suitable for me?

No, tai chi is commonly performed as a low-impact exercise, which means it won't put much pressure on your bones and joints. Most people should be able to do it. Get advice from your GP before starting tai chi if you have any health concerns or an existing health condition such as back pain or severe osteoporosis.

Don't I need to be fit to do tai chi?

No, tai chi is for everyone. It is ideal for inactive older people wanting to raise their activity levels gently and gradually. Also, many of the tai chi movements can be adapted to people with a disability, including wheelchair users.

Can tai chi help to prevent falls?

Some research suggests that because it helps balance, tai chi can reduce the risk of falls among older adults.

Can tai chi help with arthritis?

There is some evidence that tai chi can improve mobility in the ankle, hip and knee in people with rheumatoid arthritis.

Can I injure myself doing tai chi?

Tai chi is essentially a gentle activity that is unlikely to cause injury if done correctly. The exercises involve lots of flowing, easy movements that don't stress the joints or muscles.

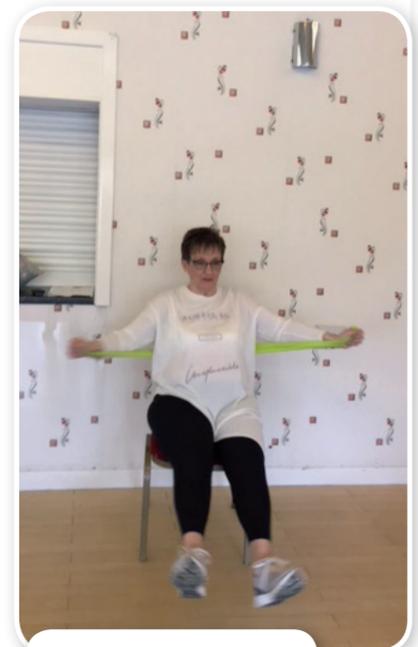
Tai chi At Spey House

The tai chi class commenced at Spey House over ten years ago and has been a constant ever since. The sessions last around 15 minutes at the beginning of each day Monday to Friday and numbers fluctuate from eight or nine upwards.

Tuesday Exercise Class at Spey House

Following on from this each Tuesday afternoon Spey House hosts an exercise class for all abilities and it is a barrel of laughs from start to finish. Again it is hosted by a resident Val who is a nifty 70ish.

Funds have been raised by the Spey Social Club and a donation from JJH to purchase balls, bands, scarves, hand weights etc. There are chair-based low level exercises wheelchair users can join in too.



Residents at Spey House in Reddish, Stockport at their weekly tai chi session

Back to our roots

Our founder Air Vice Marshal James Edgar 'Johnnie' Johnson had been a fighter pilot in the RAF during the Second World War. Here at JJH we have always kept close to our roots valuing 'Johnnie' and all that he stood for.

As part of our ongoing commitment to supporting the Armed Forces we signed the Government Armed Forces Covenant on Tuesday 27th March. Pictured here are the signatories JJH CEO Yvonne Castle, Chair Frances Street, and Wing Commander Stephen Chaskin, 611 (West Lancashire) Squadron Royal Auxiliary Air Force on behalf of Defence.

The covenant recognises the vital contribution members of the armed forces and their families have made to the whole country and aims to ensure that they receive respect, support and fair treatment. They should face no disadvantage compared to others in the provision of public or commercial services. Special consideration is appropriate in some cases, especially for those who have given most such as the injured and the bereaved.

The covenant is encouraging housing associations to support work with the armed forces and ex-service personnel.

Frances Street and Yvonne Castle with Wing Commander Stephen and Squadron Leader Lee Rimmer



Beware scam phone calls targeting your bank details

There have been recent examples of scammers ringing people pretending to be from their bank.



Always protect your personal details or bank information. Banks will never phone you to ask for any personal information over the phone, text or email or carry out any other transactions without you getting in touch with them first. Ignore such calls and if you bank online make sure you sign out of your account on any digital device such as a communal computer, laptop or smartphone.

60 Years Married!

John and Betty Smith will be celebrating their Diamond Wedding Anniversary on 24th May.

They were married 60 years ago at St James Church in Buxton. They will be marking their special day by enjoying a meal with their family.

On their retirement the couple moved into their flat at Wesley House in Buxton. Both John and Betty both worked for Johnnie Johnson for 15 years, Betty as a Scheme Manager and John as a Handyman/Gardener, and they continued to be involved as regular Regional Forum members for many years.

Recognition for Customer Service Excellence

Johnnie Johnson Housing has gained prestigious CSE accreditation! The Customer Excellence Accreditation is a government recognised, national accreditation for customer service and it was with great excitement that JJH was awarded this on its first application.

The CSE tests in great depth those areas that are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude. There is also emphasis placed on developing customer insight, understanding the user's experience and robust measurement of service satisfaction.

JJH undertook one day pre-assessment with an appointed assessor in which various documentation was provided as evidence to the areas of review. Following that there was a desktop assessment over two days where interviews with staff, partners and residents took place. There will be a yearly review that the Operations Manager – Hub will continue to lead on to ensure the Customer Excellence standards are continuously met.



astraline
a partnership for living

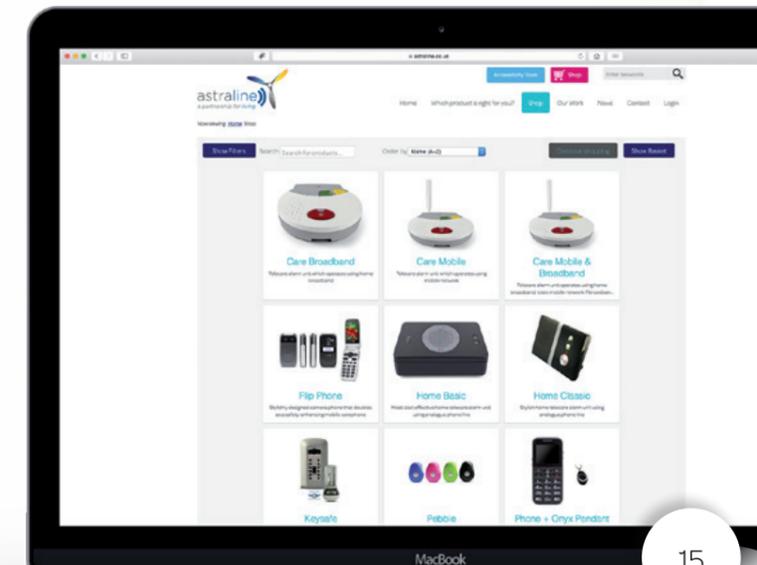
Astraline Shop Launch

Astraline has launched an online shop where you can purchase or rent the latest generation telecare equipment along with the associated Astraline 24hour careline service.

Astraline was set up by Johnnie Johnson Housing in 2000 to complement its independent living schemes with assistive technology equipment and monitoring services to give peace of mind for residents and carers or relatives alike.

The launch of the shop is the next step in the journey to be a leading provider of telecare and telehealth and it is hoped that this will further widen the customer base beyond Johnnie Johnson residents.

- Quiz Answers**
- Q1. Bitter, Sour, Umami
 - Q2. Manhattan
 - Q3. Mule
 - Q4. Zombie
 - Q5. A port
 - Q6. Cosmopolitan
 - Q7. Grasshopper
 - Q8. Kamikaze
 - Q9. Screwdriver
 - Q10. They are all alcoholic drinks! Sour, Manhattan, Moscow Mule, Zombie, Port, Cosmopolitan, Grasshopper, Kamikaze, Screwdriver.





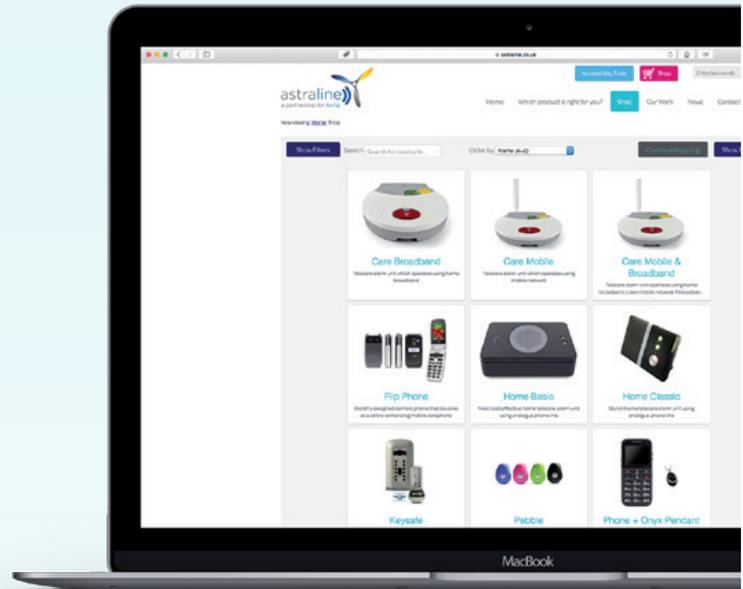
astraline
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Astraline online shop now launched!

Astraline's telecare products
are now available to rent or
buy via the internet

Our online shop is now live!

On show is a range of telecare devices that can help support you inside and outside the home. The site offers help and guidance to help choose the best product for you.



Product of the Month

The Pebble – this provides telecare support outside the home when you are out and about...simply press the button and you will be connected to one of our Astraline operators. This device offers two way speech and it uses the latest technology so that we can locate you quickly and get help on its way.

Astraline

- making the call that matters and getting **24 hour help** when you need it most.

All of the products ordered from the online shop come with our **365/24 hour telecare service** via our national call monitoring centre.

Visit
www.astraline.co.uk/shop
or call on **0345 217 0721**

