



BULLETIN

Thriving at one hundred and five!

Read more about Georgina's special day on page 12

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Message from the Chair

Lesley Holdsworth

A really warm welcome to the 2020 spring edition of the Bield Bulletin. We find ourselves in exceptional times and just when our gardens and countryside are starting to bloom with colour that usually brings us such joy.

Although new to being Chair of the Board of Management, I have been involved with Bield for the last five years and during this time, what I have learned about Bield (and am so proud of) is that it is a community which has care and kindness at its heart. When times are tough, we come together even more so to protect each other, something that we all draw such strength from.

I have been so bowled over by the numerous acts of kindness shown by many, some of which you can read about in this bulletin. I always knew we had wonderful staff but their dedication and obvious care is now even more evident. Every day I receive news of the generosity of local communities, companies and of course our wonderful staff and army of volunteers who are going over and beyond to ensure that we stay safe and well in our homes and for which we have lots to thank them for.

As I write this with the cherry blossom coming into its full glory and the weather turning a little warmer, it's a great reminder that despite all, this is the time of year that holds great promise of the good times ahead. Stay safe and well in your homes and remember you are a very important part of the Bield community which is doing what all the best communities do and that's to look after each other.

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When times are tough, we come together even more so to protect each other, something that we all draw such strength from.

Lesley Holdsworth





Message from Chief Executive

Dr Lynne Douglas

I am delighted to be sharing with you a Spring Bulletin that is packed with wonderful stories and a multitude of uplifting articles to keep us all busy, happy and smiling at this difficult time.

Life at the moment is very different for all of us, but I'm staying mindful that in the future this will pass. Working through our COVID-19 planning has reiterated what a dedicated workforce we have across Scotland, doing their utmost to continue services and ensure that everyone is safe. They're a credit to Bield.

In an organisation like ours, we must always strive to be kind and demonstrate compassion in all that we do. In November of 2019, our Board of Management agreed to introduce the word 'kindness' to our set of core values. It may seem odd to include it now – as everybody at Bield undertakes acts of kindness every day – but in truth, we believe its addition a long overdue!

I'm hugely excited moving into this next part of the year to consider how we reward and recognise all of the acts of kindness that occur in and around Bield. This is something I look forward to engaging with you more on.

I'm also delighted to announce that there will be some new faces amongst us at Bield, as we welcome new management team with the appointment of Paula Rice as our Director of Finance and Diana Maclean, who starts with us in June, as our new Director of Customer Services.

In the short time I have been in my post here, Bield has placed great emphasis on becoming involved in campaigns such as the Technology in Housing Charter, launched by the Scottish Federation of Housing Association. Bield signed up to this in January and one of its key aims is to engage with customers to better understand what you would like to see us develop in your area. I hope that we'll see more of this in the months to come.

With the sun emerging and the flowers are beginning to bloom, our outside spaces are looking brighter – hopefully making your self-isolation that little bit easier. I understand how it is tough to be away from friends and family, but I trust our offer of help has reached you. We have a number of resources available to support you at this difficult time, so please do not hesitate to contact us if we can help you in anyway throughout this COVID-19 episode.

hello@Bield.co.uk is an easy way to raise a request if you would like help in anything. Our website, www.bield.co.uk/covid19 also contains a lot of information to help you during this time.

Until the next time, stay home and stay safe.

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 bieldhousingandcare

Doing what we do best

As we navigate the COVID-19 crisis, we think it's important to mention just how much we value the health and wellbeing of our residents.

As the global situation changes, almost minute by minute, our staff and Development Managers are going above and beyond to meet the needs of each and every person we care for. From the tireless efforts of our BR24 staff to the imaginative initiatives keeping cupboards stocked and spirits high – we're proud to have a team that are leading from the front.

During this uncertain time, we're taking a moment to reflect on all of the things that make Bield special. Bield have always been passionate about supporting our customers, whatever the situation. It's in our DNA. Through honesty, equality, inclusion and dignity, our ambition is to continue to work towards creating a Scotland where people of all ages are respected, can make their own choices, and are able to lead independent and fulfilling lives.

So in this year's spring bulletin, we're shining a light on everything we've been up to in 2020, including some of the incredible acts of kindness we've experienced – hopefully raising a few smiles in the process.

You have shown great patience to our colleagues so far and for that we are immensely grateful. Bield will continue to do everything it can to ensure our customers feel safe and appreciated. We'd also like to take this opportunity to not only thank the Bield staff and volunteers for their continued support, but all of the UK's frontline health and care workers for their remarkable bravery and commitment.

We understand that these are exceptional circumstances, but we'd like to remind you that as far as doing our best to care for our residents is concerned, it's business as usual for everyone here at Bield.

Thank you.





Welcome to Bield, Paula

Introducing Paula Rice, our New Director of Finance & Resources

We are delighted to announce that Paula recently stepped into her new role as Director of Finance & Resources in April of this year. A fully qualified financial professional, she has over 25 years' experience working within a variety of sectors. This includes a senior management position working in Housing and Care. This role has provided Paula with valuable insight and practical knowledge for the unique challenges she is eager to face at Bield.

Throughout her working life, Paula has always gravitated towards organisations that are more than just businesses. Paula said: "The values Bield holds are strongly aligned to my own sense of purpose and they are something I want to be part of. The nature of the sector that we are in attracts people with a social purpose, and Bield makes sure that we do everything to encourage these attitudes."

Paula is leading the Finance, HR and IT teams across Bield and is determined to make the most of her role to provide the best care and services for our customers. She is very much looking forward to contributing to the support of Bield's frontline staff and improving the quality of service we provide.

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I enjoy working in a sector that can transform peoples' lives. Bield offers services with positive outcomes for all.

Lesley Holdsworth, Chair of Bield's Board of Management, said: "Paula was the perfect candidate for this position. She understands what it takes to work in this sector, but most importantly she understands what our care means to our customers. Paula is with us to help us grow as an organisation and we are delighted to have her on board."



Keeping up with COVID-19

In order to stay on top of the ever-changing COVID-19 situation, we have created a dedicated page on the Bield website to keep you updated with the latest news and information.

To read up on how Bield services may be changing for you, **search www.bield.co.uk/covid-19**

Here you'll find the latest articles and FAQs, as well as a short video outlining the support Bield is providing to protect the health and wellbeing of our community. We'll be sure to continually update this page with new content and advice as soon as we have it.

We are also providing a section on the website specifically for our staff. This contains everything the Bield team needs to know, such as messages from the board, information on how to responsibly continue working, useful articles and FAQs.

Need answers?

If you have any questions about COVID-19, please don't hesitate to contact us at **hello@bield.co.uk**



Stay Connected

Video calling your friends and family is a fantastic way to catch up and stay safe at the same time.



Let's protect each other

In moments of crisis, it's vital that we remember to be kind and considerate to others.

In the case of COVID-19, looking after yourself also means looking after those around you. Washing your hands, following government advice and self-isolating will not only help you, but others too.

In response to the Government's announcement on 23rd March 2020, we have put in place some immediate measures to aid in stopping the spread of the virus.

Here's what we are doing to help:

1. Due to the restrictions on social gatherings all of our dining rooms are closed. For customers who have a meal service, those meals will be delivered direct to your home. Where we have the capacity, this service may also be available to other vulnerable people.

2. We are only able to respond to emergency repairs. However, please continue to report these using the normal telephone number. If your call goes through to an answer machine, please leave a message and one of the team will note down your issue and respond as soon as they can.

3. Staff who can are working from home. A resource plan has been devised that enables us to do this and continue to care for our customers by prioritising only essential tasks.

4. We are reaching out to our volunteer network to provide additional support to those who need it most. If you're not already receiving additional support and feel you require it, please don't hesitate to contact your Development Manager. You can also email volunteering@bield.co.uk or call 0131 273 4000.

5. Locally, we have already witnessed some truly amazing acts of kindness. Bield will continue to partner with communities around Scotland and continue the great work.



Think

Guidance for visitors

Think – do you really need to visit today?

Help us to keep our customers safe.

Is there another way you could communicate with your relative/friend?

Not everyone shows symptoms right away, can you be sure you are ok?

Keep us all safe and follow social distancing guidance.

What you can do to help:

1. Wash your hands frequently each day. Wash with soap and water for 20 seconds or more.

Tip: Sing the tune to 'Happy Birthday' while you do it, that way you'll know you've washed them long enough.
2. Cover your mouth and nose with disposable tissues when you cough or sneeze. If you don't have one nearby, sneeze into the crook of your elbow and not into your hand.
3. Stay active. Whether it's going for a walk or simply doing some light stretching at home, keeping fit will help you feel better. Remember, if you do go for a walk, please take social-distancing measures. i.e. stay at least 2m apart from other people.

4. The NHS guidance is that if you've developed a cough or fever in the last 7 days, stay at home for 7 days from the day your symptoms started and please contact either the development manager or BR24. You should also contact your GP or NHS 24 if you have shortness of breath and difficulty breathing, if your condition becomes worse during the 7 days you are at home, or if your health has not improved after 7 days.

For a full break down of everything you need to know regarding COVID-19 and Bield's advice, visit www.bield.co.uk/covid-19-faqs Let's all do our bit, because if we work together we will get through this.

In order to protect Bield's staff, customers and visitors, offices will be closed to visitors until further notice. If you require assistance, please contact:

Telephone: 0131 273 4000
Email: hello@bield.co.uk



Supporting Diversity

The 'Count Us In' project was a major research effort carried out by Bield, Trust and Hanover.

Recently published, the project has provided us with unprecedented insights into the growing needs of ethnic minority older people in Scotland. The findings from the Count Us In research will help housing providers deliver culturally appropriate care, accommodation and inclusion.

Bield's own Chief Executive, Dr Lynne Douglas, is committed to reaching out to all customers who face barriers in accessing services. She said:

"This project was borne out of a proactive initiative to investigate the needs and challenges of ethnic minority older people in Scotland.

"The project has been a huge success. We've learned so much by listening to this most vulnerable group of older people. And we are now excited by the opportunities we have identified where we can make a real difference to our services – changing peoples' lives for the better.

Matt Lock, Area Head of Service for Scotland North, attended the launch of the project as a Bield representative. He was joined by Count Us In creator – Rohini Sharma Joshi, FCIH, Equality, Diversity & Inclusion Manager for Trust Housing Association and the project manager of the Older People Services Project.

She said: "Scotland is a small country but it has a big heart. We need to capitalise on this and ensure that we put the dream of integrated, multicultural, inclusive communities into action. This can only be done when we start to really grapple with the issues at the core of this ideal and take positive, practical steps to start making it a reality."

The core research covered the key topics of home environment, financial wellbeing, healthcare and participation in society. The research team, who were multi-lingual, spoke to more than 400 ethnic minority older people over a period of three years. Using both one-to-one interviews and focus groups, they listened to and recorded their stories. Count Us In gave those taking part the opportunity to open up and let their voices be heard on many topics, some of which were normally off limits because of the social stigma attached to them.

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The project has been a huge success. We've learned so much by listening to this most vulnerable group of older people.

These older people spoke about their life journeys and achievements, as well as the many ways they struggle with deteriorating mental and physical health, unable to overcome the language, cultural and digital barriers to accessing support.

Minister for Equalities and Older People, Christina McKelvie, said: "Count Us In is a valuable resource providing crucial insights into the very specific needs and struggles of Scotland's ethnic minority older people. These insights will put people at the centre of our policies, and help service providers deliver culturally appropriate care, accommodation and inclusion."

We at Bield are absolutely thrilled to have been able to support such an interesting and vitally important research project. We look forward to helping our customers feel the benefit of its findings in the future.

Bield at Home The People Centric Service

Set up a few years back and funded by both social work and our customers, the 'Bield at Home' programme was built around the people it works for.

Fully tailored and always friendly, Bield at Home aims to meet the individual needs of the residents that use it. From popping out to the shops to assisting with personal care and medication, the Bield at Home team are on hand, whatever the task.

The benefits of Bield at Home vary from person to person. For example, residents who require a wide range of care – such as medical care, personal care, meal prep and help with general domestic tasks – will benefit from more independence as they can remain in their own home. Whereas others simply enjoy feeling part of the community with Bield at Home's social visits.

Bield Housing Officer and programme manager, Lorna Smith, said: "This incredible service means something different for everybody. I believe it works because it puts our residents and customers at the heart – accommodating for a wide range of needs."

Bield at Home currently provides help and support to people living in our West Port and Brae Court housing developments in Linlithgow. The programme reaches beyond our gates and into the wider community too, with a number of clients who aren't Bield residents receiving the same level of friendly service.

The global COVID-19 pandemic has posed some unique challenges for Bield at Home. The current situation has made maintaining this service demanding, but the health and safety of our staff and customers is paramount. Unfortunately, we have had to stop all socialisation due to restrictions, but as ever we are on the end of line touching base with our customers over the phone.

Like all of Bield's services, we're aiming to make improvements. In the future Bield hopes that we can bring this programme to even more people in our two Linlithgow developments as well as the community outside.

Contact Bield at Home on:

01506 840846
HomeEdinburgh@bield.co.uk



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Wonderful service.
I don't know what I'd do
without my Bield girls.

West Port resident

Owner Services – Delivering for decades

For over 40 years, Bield has been delivering management services at developments with an age restriction on occupation with our Owner Services programme.

In 2000 a dedicated team was established, and today we can proudly say that it currently serves 1,000 customers in 30 developments across Scotland.

These are mainly owner-occupied developments where our role can include things such as works to the communal areas, hiring local staff, grounds maintenance, buildings insurance, connection to BR24 and planned works. In addition to this, we manage shared ownership developments where the services are linked to the individual occupancy agreements. The Owner Services team also provides a comprehensive property management service to two different charities.

The main goal of the Owner Services Team is to make sure that residents are living in properties which are safe and secure. For many this means having regular contact with Local Managers or other staff. We ensure that in the event of an emergency our residents have access to immediate help – be it medical or property related. We hold regular meetings to discuss property and financial matters, as sending Owner Services Officers and Property Officer to visit developments.

Unfortunately, due to the COVID-19 situation, we have had to cancel all development meetings and visits and re-focus our priorities on ensuring the safety and wellbeing of residents and buildings. Other targets and duties have also been delayed. A number of planned works – mainly external redecoration – have sadly been placed on hold for the time being. Nevertheless, it continues to be all hands to the pump for our staff as most of them are now set up and working from home.

For developments with no local staff, we have been working closely with the Bield Volunteer Team to help keep things moving along for those residents.

“No Drama’s – Only Adventures” is the tagline for this service. We think that it’s a fitting summation of what the Owner Services Team are trying to achieve. The use of Owner Services should always be quick, personal and worry-free. It gives our residents more time to do the things they want to do. We hope that this service continues on for another 40 years, making Scotland’s older people feel safer, happier and more independent.

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It always feels good to make contact.

Resident





BR24 Update

There is no doubt that the recent pandemic has posed some challenges for how Bield operates. We're thinking on our feet and lots of plans and new measures have been put into place to ensure safety and wellbeing of our tenants and staff.

One key decision was to quickly pinpoint which of our services were the most important, then focus our energy on them. Among services like Bield at Home and Retirement Plus, BR24 was recognised as an essential means of communication and alarm receiving. Plans were immediately put in place to maintain that service within the office.

We set up multiple work stations within the office, and with regular disinfecting and cleaning we were staying well within Government guidelines at that time. These measures bought us precious time whilst our ICT team started successful testing of home working technology for the team.

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Working from home has proven an instant success.

Although our staff were deemed essential workers and allowed to travel to work, when lockdown was implemented there was an immediate desire within Bield to roll out home working to the full team. Many laptops and headsets were rounded up by the ICT team, set up and distributed that week with more on order. Within 2 weeks we had nearly all of our 52 members of staff successfully working from home – a monumental effort given our starting position. We'd like to thank our ICT team, we could never have imagined achieving this without them.

The BR24 Team leaders are responsible for implementing all of the changes whilst maintaining a seamless service to the service users. Steven Rankine, Head of Contact Centre Operations at Bield, said “Operationally speaking, working

from home has proven an instant success. This is unprecedented for Bield and we're delighted with what we've been able to achieve.”

Popular applications have allowed immediate chat, management and assistance to all members of staff. Cover for shift changes can be arranged at much shorter notice. These changes to the BR24 service has allowed us to maintain over 95% of our team working when experts predicted up to 40% absence.

With our achievements being recognised by the Scottish Government, the advantages of home working will not be forgotten. We believe that there is room for it in a lockdown-free society. These measures have put BR24 at the forefront of Alarm Receiving Centres in Scotland – and we're in no doubt it will keep us there.



Thriving at 105

A remarkable Melrose resident showed that age has no limits as she danced the night away during her 105th birthday celebrations.

Surrounded by friends and family, Georgina Paterson celebrated her incredible milestone birthday in on 17th February at Bield's Priorwood Court in Melrose. Keen to acknowledge Georgina's admirable age, staff and residents at Priorwood Court pulled out all the stops to throw her a glamorous party which featured everything from a chocolate fountain to a live band.

Formerly employed by Buckingham Palace, serving her time as a maid to Princess Alice, Prince Phillip's mother, Georgina attributes her incredible age to living a varied and exciting life. Reflecting back an action-packed 105 years, Georgina had some words of wisdom for us all. She said: "My greatest advice to anyone is live freely, always be kind to others and be truthful."

That's certainly a sentiment we can all echo at Bield.

Having lived at Priorwood Court for over 25 years, Georgina epitomises Bield's 'Free to Be' ethos. Margaret Mason, Development Manager at Priorwood Court, said: "It was a pleasure to organise the party for Georgina, she is an incredible lady and deserves all the love in the world. Seeing her up dancing with her daughter was a truly special moment and one that I won't forget... she never fails to amaze us all."

Georgina is a well-known and much-loved character among the community. Particularly after founding the Tweedbank Art Club alongside her daughter. Georgina loves to paint and was delighted when she received a new set of oil paints on her extra-special day.

From everybody at Bield, here's to Georgina. You're an inspiration to us all!

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If I was to go back in time, I wouldn't change a thing.



All kinds of kindness

Read about some of the incredible acts of kindness we've witnessed so far in 2020, and learn how a little bit of generosity and thoughtfulness has brightened up a gloomy start to the year. Please note, all of these photos were taken before the lockdown measures for COVID-19 came in to place.

Pillowcase provisions

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We are pulling together as a community.

Bield's Crosshill Gardens in Port Glasgow has opened a 'Pillowslip Shop' on-site – aimed at helping older people keep stocked with vital supplies during Scotland's lockdown response to COVID-19.

The team at Crosshill asked its residents to leave a pillowcase outside their home if they needed a hand with their shopping. Bield then provides them with a tick list of essential items, our residents mark what they need, then we stock their pillow and return it.

The novel idea, dreamt up by our staff and volunteers, makes sure tenants can still enjoy basic groceries, household items and any other homely comforts they otherwise may not have access to.

Michelle McKinnon, Development Manager at Crosshill Gardens, said: "Crosshill Gardens has always received great support from volunteers and community wardens... As a development, we would like to give our local

Co-op manager, Michael Grant, and his staff a huge thank you as they have been so supportive in prioritising older people in the community."

The Pillowslip Shop is proving a success at Crosshill in more ways than one. This initiative has also relieved pressure on families and support providers, as well as reducing the number of visitors the development receives – keeping Crosshill Gardens a safe and happy place.

Lynne Douglas, Chief Executive at Bield, said: "Bield are always looking to do anything we can to help our customers during this tough time.

"It's really inspiring to hear our developments pulling together as a community to help each other out – introducing our own little shop is just another way our amazing staff and volunteers are looking to make this time easier for everybody."





Thanks a bunch!

The community police officers at Crosshill Gardens, Glasgow, were kind enough to deliver a batch of donated spring plants to the development.

Bield's community wardens planted the new flowers in pots outside for all of the residents to enjoy. On behalf of Bield and our tenants we'd like to thank Police Scotland for such a thoughtful act of kindness and we look forward to watching our new additions grow over the coming months.

The power of pets

Did you know... Studies show that just fifteen minutes spent bonding with an animal promotes positive hormonal changes within the brain?

In January of this year, Development Manager at Castlebrae Glebe, Edinburgh, Sharon Tomany, started a pet therapy project. Cocker Spaniel, Caly, visits our residents every Monday and Tuesday afternoon and loves to take full advantage of the attention she gets.

However, it's not just Caly who benefits from Castlebrae's pet therapy sessions – our residents do too! A pet companion has been scientifically proven to provide a wide range of health benefits to older people.

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Caly the spaniel is a welcome addition to the development. She loves being petted by residents and they thoroughly enjoy having her around.

Sharon Tomany, Development Manager at Castlebrae Glebe

Here are some of the most common ones:

- Helps lower cholesterol levels (preventing heart attack and stroke)
- Reduces stress and raises serotonin levels
- Improves mobility
- Memory stimulation
- Increases self-esteem and confidence
- Combats loneliness

Also known as 'Animal-Assisted Therapy', Bield's residents can freely interact with Caly and they look forward to seeing her each week. It's safe to say that the health and happiness this programme has brought to the development is clear to see.



Diving in for Diabetes UK

Bield Manager, Sharon Stevens, is aiming to swim the channel to raise money for Diabetes UK this year.

However, she'll be leaving the goose fat at home as she plans to complete her 21-mile swim at her local pool.

She's calculated that it will take her about 1,352 lengths before she reaches 'France'! We wish her the best of luck and congratulate her on taking the plunge.

Generation games

Bield are delighted to be working with the Dalmanoch Nursery in Glasgow in organising care home visits for residents at the Oakbank Development.

A while back, Dalmanoch contacted us and asked if we would be interested in welcoming some of the children to Oakbank to meet the residents. Of course, we jumped at the opportunity as we know how beneficial engaging with youngsters can be for older people.

"There are some characters amongst them!" – Micheal Docherty, resident at Oakbank.

The residents and the kids have been getting involved in drawing, colouring in, reading together, playing games and they all especially like having a sing along! Michael Docherty, resident at Oakbank said, "I really looked forward to the nursery children coming in, it's like a breath of fresh air."

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I really looked forward to the nursery children coming in, it's like a breath of fresh air.

Michael Docherty,
Oakbank resident

For most residents, mixing with different age groups not only brightens up their day, but it can be a learning experience too. For those who have family members living outside the local area, visits from the Dalmanoch Nursery is a great opportunity to chat, share stories and listen to the kids. Linda Hall, Development Manager at Oakbank, said "Our residents really enjoy chatting to the children and hearing what they have to say. It's refreshing actually, as both groups are frighteningly honest in their dialogue!"

The nursery had been visiting Oakbank on a fortnightly basis until we had to postpone due to the pandemic. However, once this has been resolved we will start this activity up again. It's safe to say that initiatives like these are clearly beneficial for everybody involved, and we can't wait to welcome the kids back.





Stephen Blair,
Volunteer Team East

A group for giving

An act of kindness is normally defined as a gesture of generosity, consideration and selflessness.

At Bield, we believe that our volunteers personify that. They give up their time in order to help improve the lives of others and to us, that's a true act of kindness.

In order to recruit even more people to our volunteer family, The Bield Volunteer Group was set up on 1st April by our new Head of Policy & Customer Standards, Zhan McIntyre. The group is managed by three Bield staff members in different areas of Scotland – Stephen Blair in the East, Laura Mulholland in the West and Chris HOFFIE in the North. Bield found that in these areas, there are already lots of groups doing incredible work for their community, such as Stenhousemuir Football Club, who have 120 volunteers on hand delivering food to vulnerable individuals. With that in mind, we

decided that the message from the teams should be to ask people and local organisations to 'adopt a development'.

Letters were then sent out to all tenants, as well as a return form with a list of potential tasks our new volunteering group could help with, such as food deliveries, medicine pickup and dog walking. Since then, we've had a total of 15 join the volunteer group. We also know of 76 organisations who would be more than happy to help with support ranging from befriending, picking up groceries and medication, delivering free meals and even dog walking.

Trying to keep the momentum has been difficult for the Bield Volunteer Group during the COVID-19 crisis. But it hasn't deterred people from continuing to do exactly what they signed up for – volunteering! For example, just recently our volunteers noted that some tenants

needed help with laundry, as they couldn't get out. The Volunteer Team explored what was available in their local area and discovered a local launderette that offers a pick-up service for people who were self-isolating. This is a fantastic example of the essence of what the group does – it finds solutions.

For the Bield staff running the group, working from home has meant that this situation has encouraged them to try new technology and ways of working – a silver lining amongst all of this. When we inevitably get through this pandemic, Bield will have developed new skills and ways of communicating that we had never considered before, helping us work with our colleagues and tenants more effectively.

The Bield volunteer network is growing all the time and we're continuing to reach out to other organisations and individuals who are able to help.





Fire away

St Johns and City Defibrillator Project

The generosity continued in February of this year as Tenants and Staff at Bield's Castlebrae Glebe development, Edinburgh, gladly presented a £1,000 cheque to the St Johns and City Defibrillator Project.

As a result of their kindness, a new defibrillator will be installed in the Craigmillar area. We should know soon when and where it will be placed and we hope to attend the opening. Bield Castlebrae are also excited to announce that their donation will be recognised with a plaque next to the defibrillator.

We were delighted to welcome the brave men and women of Port Glasgow's Fire & Rescue crew to Crosshill Gardens, Glasgow, this March. Fourteen of our tenants turned out to meet the team, hear them talk and ask lots of questions.

Michele McKinnon, Crosshill's Development Manager, said: "These visits are more than just safety talks. The local fire service always manages to capture the imagination – they're a joy to have visit."



Thank You's

We think these acts of kindness deserve a special mention. Thank you to:

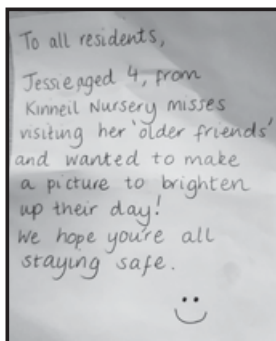
The students at Riverside Primary in Craigshill, Livingston, who kindly gave 20 lunch bags to the tenants at the Craigenkar Park development. In the bags were rolls, crisps, an apple and a bottle of water.

Cruden Homes, Forth Valley College, Pollock Farm, Loch Lomond Whiskies, The Port of Leith and others for donating PPE to Bield staff across various developments.

The many distilleries from around Scotland who kindly donated hand sanitiser to Bield developments. Especially the Gleann Mór Spirits Company, who donated 28 bottles to the Castlebrae Glebe development.

Tesco, Co-Op and Bield staff for donating Easter Eggs to Bield residents for them to enjoy.

Ladies of the Rock for donating soups and meals for the residents at Greenacre Court, Stirling.



Nursery Notes

Residents at the Dean Court development in Bo'ness learnt that an act of kindness can come from just about anywhere.

Much to their surprise (and delight), they discovered a lovely note and picture had been posted especially to them from one of the children at the local nursery.

The staff at the development made sure to pin the thoughtful letter and drawing on the notice board for everybody to see.

Caring Calligraphy

Mr. Lawrence Kelly, take a bow, sir!

In an effort to keep spirits up at Crosshill Gardens, staff member, Lawrence, created this incredible work of art on the development's message board. We think it's a wonderful display of kindness (and talent!). Thank you, Lawrence.



Birthday Wishes

It's been a busy year so far for Bield's party planners, as four more of our residents joined Georgina Paterson in celebrating their birthdays.

Bill Gilby of Hill Court, Dunfermline, celebrated his 90th birthday with us in October. He enjoyed a special lunch at Garvock House Hotel surrounded by his family, friends and neighbours from Hill Court.

Jean McDade celebrated her 70th birthday at Crosshill Gardens.

Bill Deannie from Lochlaidon Court celebrated his 90th birthday on 18th January. He spent it with his daughter at Celtic Park, where he met the players and was photographed with the cup – a dream come true for any hoops supporter! This was a day to remember for Bill.

Peggy Duff, also from Lochlaidon Court, Glasgow, celebrated her 101st birthday on 22nd January. That's a lot of candles!



Peggy Duff



Bill Gilby



Bill Deannie

Kindness Wordsearch

Can you spot all of the words in our kindness wordsearch?

Y I F R I E N D L Y R T C Y
 G N Y L O D I V E R S I T Y
 O C E D S S E N D N I K C Y
 N L E L B A T I R A H C E T
 E U A U O A T G F U H I H H
 O S B A S C A R I N G O E O
 N I H R U O B H G I E N I U
 O O H O N E S T Y U O L E G
 H N I B M H S U P P O R T H
 D D E R S D H O T I S L N T
 O G E N E R O S I T Y A E F
 Y T I L A U Q E E N I A T U
 E I G I V I N G E T S E L L
 I U N T E A M W O R K C T W

- Thoughtful
- Generosity
- Support
- Neighbour
- Charitable
- Friendly
- Teamwork
- Honesty
- Diversity
- Giving
- Kindness
- Equality
- Caring
- Inclusion



Green-fingered general knowledge

From flower facts to topiary trivia, test your knowledge with our gardening quiz.



1 A tropical flower named Strelitzia is also known as which kind of bird?

2 Which flower can change its colour from blue to pink by adding acid into the soil?

3 Which famous French artist painted a series of paintings of water lilies?

4 Saffron is extracted from which flower?

5 From which movie does the song Edelweiss come from?

6 What young girls name is associated with Green Gables?

7 The Chelsea Flower Show is held in England every year in what month?

8 In Holland which bulb was once worth more than gold?

9 Which flowers were once known as Gillyflowers?

10 What colour is a Welsh poppy?

11 What forest was Robin Hood associated with?

12 Japan has a cherry blossom season celebrated typically in what month?

13 Finish the words to this popular Dean Martin song, I want some red roses for...

14 What flower shares its name with Donald Ducks girlfriend?

15 Name a flower that shares its name with also a part of the eye?

16 True or false, Gnomes are banned at the Chelsea Flower Show?

Name that tune

Calling all music masters! Can you name the song and the artist in these lyrical questions?



- 1 When I was just a little girl, I asked my mother
what will I be

- 2 You keep saying you've got something for me,
something you call love but confess?

- 3 She said I was high class but that was just a lie,
she said I was high class but that was just lie

- 4 You know I work all day to get you money
to buy you things?

- 5 I don't believe you, you're not the truth.
No one could look as good as you, Mercy

- 6 I see trees of green red roses too, I see them
bloom for me and you, and I think to myself

- 7 There will be love and laughter and peace ever
after tomorrow just you wait and see

- 8 I hear the train a coming its rolling around
the bend and I've not seen the sunshine since
I don't know when

- 9 The old home town looks the same, as I step
down from the train and there to meet me
is my Mama & Papa

- 10 When the moon hits your eye like a
big pizza pie

- 11 Let's pretend that were together all alone. I'll tell
the man to turn the jukebox way down low

- 12 Like a band of Gypsies we go down the
highway. We're the best of friends Insisting
that the world keep turnin' our way

- 13 I gave a letter to the postman it in his sack.
Bright and early next morning he brought
my letter back

- 14 But don't forget who's taking you home and
in whose arms you're going to be

- 15 Give him two arms to cling to and something
warm to come to when nights are cold and
lonely

Sit down workout

There are lots of ways to lead an active lockdown lifestyle. We've put together some great exercises to get the blood-flowing while you stay indoors.



The arm stretch



The leg stretch

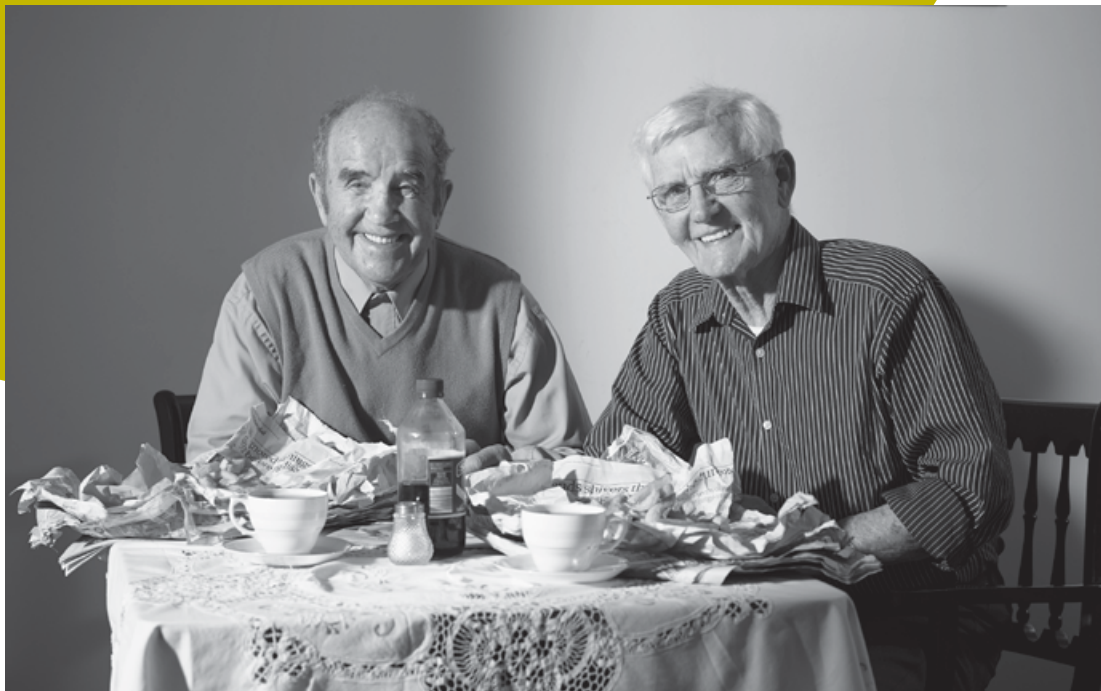


The arms and leg stretch



Spot the difference

Can you spot the differences between these two images of our Bield residents?





Mindfulness Colouring

Give your brain a little rest. Mindfulness colouring is a fantastic way to help you relax, de-stress and kick back.

A wee bit of Scottish patter to keep us smiling...

Written by Willie Sinclair, March 2020

Tae a virus
Twa months ago,
we didna ken,
yer name or ocht about ye
But lots of things have changed
since then,
I really must salute ye

Yer spreading rate is quite intense,
yer feeding like a gannet
Disruption caused, is so immense,
ye've shaken oor wee planet.

Corona used tae be a beer, they
garnished it wae limes
But noo it's filled us awe wae fear
These days, are scary times.

Nae shakin hawns, or peckin lips,
it's whit they awe advise
But scrub them weel,
richt tae the tips,
that's how we'll awe survive

Just stay inside, the hoose, ye bide
Nae sneakin oot for strolls
Just check the lavvy every hoor
And stock-take, your, loo rolls

Our holidays have been pit aff
Noo that's the Jet2 patter
Pit oan yer thermals, have a laugh
And paddle ' doon the waater '

Canary isles, no for a while
Nae need for suntan cream
And awe because o this wee bug
We ken tae be..19

The boredom surely will set in,
But have a read, or doodle
Or plan yer menu for the month
Wi 95 pot noodles.

When these run oot, just look about
A change, it would be nice
We've beans and pasta
By the ton and twenty stane o rice

So dinny think yell wipe us oot
Aye true, a few have died
Bubonic, bird flu, and TB
They came, they left, they tried

Ye might be gallus noo ma freen
As ye jump fae cup tae cup
But when we get oor vaccine made
Yer number will be up.

Stay Active

It's important to get out of the house – some fresh air and sunshine is good for you. Just don't forget to social-distance from others. Remember the 2m rule.



Cheat Sheet

Green fingered Quiz

- 1) Bird of Paradise
- 2) Hydrangea
- 3) Claude Monet
- 4) Crocus flowers
- 5) The Sound of Music
- 6) Anne
- 7) May
- 8) Tulip
- 9) Carnations
- 10) Yellow
- 11) Sherwood Forest
- 12) April
- 13) A blue lady
- 14) Daisy
- 15) Iris
- 16) True



Spot the difference

- | | |
|-----------|-----------------|
| 1) Parrot | 6) Bow tie |
| 2) Badge | 7) Hair |
| 3) Button | 8) Chair |
| 4) Cup | 9) Picture |
| 5) Teapot | 10) Plug socket |

Name that tune


- 1) Que Sera Sera - Doris Day
- 2) These Boots are Made for Walking - Nancy Sinatra
- 3) Hound Dog - Elvis Presley
- 4) It's Been a Hard Day's Night - The Beatles
- 5) Pretty woman - Roy Orbison
- 6) What a wonderful world - Louis Armstrong
- 7) White Cliffs of Dover - Vera Lynn
- 8) Folsom Prison Blues - Johnny Cash
- 9) Green Green Grass of Home - Tom Jones
- 10) That's Amore - Dean Martin
- 11) He'll Have to Go - Jim Reeves
- 12) On the Road Again - Willie Nelson
- 13) Return to Sender - Elvis Presley
- 14) Save The Last Dance For Me - The Drifters
- 15) Stand By Your Man - Tammy Wynette


Wonderful Wordsearch

Y	I	F	R	I	E	N	D	L	Y	R	T	C	Y
G	N	Y	L	O	D	I	V	E	R	S	I	T	Y
O	C	E	D	S	S	E	N	D	N	I	K	C	Y
N	L	E	L	B	A	T	I	R	A	H	C	E	T
E	U	A	U	O	A	T	G	F	U	H	I	H	H
O	S	B	A	S	C	A	R	I	N	G	O	E	O
N	I	H	R	U	O	B	H	G	I	E	N	I	U
O	O	H	O	N	E	S	T	Y	U	O	L	E	G
H	N	I	B	M	H	S	U	P	P	O	R	T	H
D	D	E	R	S	D	H	O	T	I	S	L	N	T
O	G	E	N	E	R	O	S	I	T	Y	A	E	F
Y	T	I	L	A	U	Q	E	E	N	I	A	T	U
E	I	G	I	V	I	N	G	E	T	S	E	L	L
I	U	N	T	E	A	M	W	O	R	K	C	T	W

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We want to hear from you!

If there's something you'd like to see in next season's bulletin, please don't hesitate to get in touch and let us know what you're thinking. We love hearing your feedback, it helps us improve with every edition we release.

Simply email us at hello@bield.co.uk or write to Bield's Registered Head Office at 79 Hopetoun Street, Edinburgh, EH7 4QF.

Registered Office

79 Hopetoun Street
Edinburgh EH7 4QF
Tel: 0131 273 4000
Fax: 0131 557 6327

Craighall Business Park
7 Eagle Street
Glasgow G4 9XA
Tel: 0141 270 7200
Fax: 0141 331 2686

Bonnethill Gardens
1 Caldrum Terrace
Dundee DD3 7HB
Tel: 01382 228911
Fax: 01382 224088