We are thrilled to announce that Moorgate Mill has been voted the best supported living service at the Specialist Care Awards 2015, held in London. The awards recognise outstanding innovators and performers in the UK care sector.

COMMUNITY STAR
David’s dedication makes a positive difference in his local community.
Page 4

ACHIEVING INDEPENDENCE
Chris has transformed his life and is now living independently.
Page 5

THE DREAM TREE
Supporting individuals to achieve their aspirations, wishes and goals.
Page 6
**Top marks for new supported living project**

We are thrilled to announce that Moorgate Mill has been voted the best supported living service at the Specialist Care Awards 2015, held in London. The awards recognise outstanding innovators and performers in the UK care sector.

Janine Forshaw, New Build Project Manager for Moorgate Mill, collected the award on behalf of Lifeways. Janine told us: "I am delighted to accept this award on behalf of Moorgate Mill and Lifeways. It demonstrates the hard work and dedication of the team, which has enabled people to benefit from truly personalised supported living."

Lifeways defeated strong competition to earn the award in recognition of the outstanding innovative approach in developing Moorgate Mill. The award is testament to what can be achieved when organisations work in partnership to meet the needs of a local community.

Janine continues: "Working in partnership with the local authority, we wanted to ensure that the focus for the service was around the people who live there. Everyone’s wishes were captured from the type of staff employed at the scheme, down to the choice of paint colour used in each individual’s flat. This was then incorporated into the planning and development of the service. This ethos continues to drive the scheme in order to provide individuals with a tailored package of good quality support that promotes their independence wherever possible."

Joanne Murphy, Service Manager added: "I am thrilled that the team has been recognised for the work they do on a daily basis. They have faced a number of challenges that we have overcome together in order to help individuals achieve their goals and to live the lives they want. The team continues to grow and develop, looking forward to new challenges that will result in positive outcomes being achieved by the people we provide support to. We are currently working with individuals to identify ways to fundraise in order to create a new sensory garden that will be accessible to everyone who lives at Moorgate Mill."

Jemima Taylor, Group Director of Development and Communications says: "Services such as this one are shaping the market by creating new and future proofed specialist properties for adults with disabilities. The bespoke housing and personalised support will provide a foundation for each individual to develop their independence and achieve their outcomes and goals."

Janine Forshaw collecting the award presented by Bill Turnbull
Fitness for fun

Lee Maloney and Lee Burrows have been attending trampoline classes for a few months and they have now successfully competed in their first competition.

The competition arranged and held by Preston Trampoline Club gave both men a chance to show off the skills they have learned. Angela supported them on the day and tells us: “They both did really well in the competition and each received a trophy.”

Lee Maloney explains: “The first time I went on a trampoline was only a couple of months ago, I didn’t realise how much of a good workout it could be.”

Sara, one of the training coaches, tells us the weekly trampoline classes have improved Lee Burrows’ muscle tone: “Lee has been supported to come to our club for a while now. Over the past few weeks we have seen him make a huge amount of progress, he is a lot stronger and is able to do more exercises and movements. Trampolining has many positive benefits, as well as physical benefits there is also an excellent social side. People that come here have fun and leave with a sense of achievement.”

Support worker, Chris tells us: “We supported them both to access the trampoline club as a fun way of keeping fit. They are making the most of the facilities on offer in the community, while enjoying the benefits of physical exercise. The competition was something really positive to work towards.”

In addition to the competition, Lee Burrows has recently worked with the club and British Gymnastics to feature in a campaign video, promoting participation opportunities for disabled people in gymnastics. Lee explains: “It’s important for everyone to live an active life; I enjoy trampolining because it’s so much fun and at the same time you are exercising – I think it’s marvellous.”
Celebrating success

Community star

We would like to offer congratulations to David, the winner of the Community Stars 2015 Resident Involvement Award from Progress Housing.

The award ceremony was held at the Hilton Hotel in Blackpool and recognises tenants who improve the lives of others living in their community.

David tells us: “I knew I had been nominated but when they called out my name as the winner I felt really pleased that my hard work had paid off. I was very nervous walking up for the award, it was a proud moment.”

David has given up his own time to help improve homes and services. The award recognises the dedication of David’s involvement and the positive difference he has made in his local community.

For the past ten years David has contributed to supporting his fellow tenants. He has attended a number of forums and has recently been actively involved in producing a series of posters, giving tenants advice on how to take care of their homes.

David says: “This is the first award I have won. It never crossed my mind that my efforts would be recognised. I think my involvement is important because I can use my past experiences to help future tenants, giving input and advice into what I feel can improve the community. I feel really happy to have achieved this.”
Achieving independence

In the 8 years Chris has been supported by Lifeways he has transformed his life from living with his parents to living independently in his own flat.

Chris is making excellent progression to independent living, with his support hours reduced from 50 hours a week to just 9 hours per week. Chris tells us: "I can do the things I want to and feel much more independent."

He has learned how to cook, clean and run his home explaining: "The best thing about living in my flat is I get my own space. My journey has been a really positive experience."

Chris would like to find a job and has been supported to identify that his reading and writing skills could be improved, he tells us: “I am being supported with my maths and reading, and I am about to start a course. Simon Rogers, Area Manager, explains: “Chris is much more confident and is working hard to find a job. He petitioned for payment for himself and a group, who were working on voluntary gardening projects, to get paid. He was successful and he and his colleagues now receive an hourly wage for their work.”

Chris tells us: "In my time at Lifeways I have completed courses to help me find work, including plumbing, carpentry and a mechanics course that I was able to get access to through the Government. I have found the local resources excellent.”

Moving forward Chris would love to be able to drive and is hoping the skills learned from his new course will aid him with his theory test.

Lifeways are looking forward to supporting Chris to achieve his goals in the future and are inspired by his progress so far.

First aid achievement

When Theresa was younger, she witnessed a friend having an epileptic seizure and was on hand to help in any way she could. It was this early experience that sparked Theresa’s passion for the ambulance service and learning more about first aid.

Through online learning, research and books, Theresa has expanded her knowledge of first aid and her aim was to become a certified first aider.

Service Manager, Sadia Imtiaz tells us: “First aid is a large part of Theresa’s life and it was important that she had the opportunity to pass a first aid course. The key focus was to find the right style of learning that would suit Theresa’s communication needs – as traditional group training would not be suitable.”

Theresa enjoyed every second of her training on the day, she explains: “My support team surprised me with the training. I was thrilled. I learned about the recovery position and CPR. My mum couldn’t believe it when I told her I had passed, she was so proud of me she almost cried.”

Theresa tells us that she will continue to learn life saving skills and her dream is to join the St John Ambulance Service.

Well done Theresa, from all of us at Lifeways.
Meeting goals and aspirations

Dream tree

We support individuals to achieve their aspirations, wishes and goals. Our Lancashire office evidences these achievements through the ‘Dream Tree’. The aim is for individuals to have a creative way of tracking the progress of their dreams.

Julie Whittingham, Lead Locality Manager says:
“The tree is person centred and helps those we support to gain a sense of achievement. Our local staff teams and the people we support have been enthusiastic about this project and the tree has been filling up with lots of dreams.”

Claire Grainger, Quality Manager says:
“When someone achieves their dream it gives them a sense of achievement and pride. The tree has become a talking point when people visit the office.”

Paul’s dream
Paul’s dream is to learn to read and write; he has been supported to find a tutor to make his dream come true. Paul tells us: “I have never been able to read or write, my support team helped me to find a tutor and I can now write by copying words and sentences.”

Colin, Paul’s support worker explains: “We have seen big improvements in Paul’s abilities to understand and write words. It is an ongoing learning curve for Paul which will give him important life skills.”

Tracy’s dream
Tracy dreamed of seeing a live Top Gear show, she explains: “I have always liked cars and I have wanted to go and see a live show for a very long time.” Tracy put her dream on the tree and in February staff supported Tracy to buy tickets to watch the show. Tracy tells us: “I really enjoyed my day at Top Gear Live, I am not sure what I would like to do next, but I am definitely going to put some more dreams on the tree.”
New development: Cobblestone Corner

Cobblestone Corner is a new scheme that offers individualised and person centred living. Twelve spacious and modern apartments have been created to cater for people who have acquired brain injuries, physical disabilities, complex mental health needs or learning disabilities.

Pat shares her story

Pat, 59, previously lived in a nursing home; she tells us her story about finding her ideal home at Cobblestone Corner.

Pat tells us: “The most important thing for me is I can finally settle in a place that is suitable for my needs.”

Pat’s sisters, Mary and Susan, were involved in the planning and delivery of her support. Service Manager, Barbara Evans, explains: “Involvement in service development is positively encouraged. The outcome is a bespoke service that meets Pat’s needs.”

Pat’s sister Susan tells us: “Pat can no longer be cared for at home and has lived in residential homes for the past four years. She was then placed into two different nursing homes, but they were more focussed around elderly people.”

Pat’s sister Mary continues: “It was horrible to see my sister in a nursing home, with no appropriate options available to her. When we heard about Cobblestone Corner we were very excited to find somewhere suitable for Pat.”

Pat’s home is personalised to her, assistive technology aids Pat with her personal care, ensuring dignity and comfort.

One of Pat’s support team, Gemma Munjic says: “Through assistive technology we can help Pat become more independent, empowering her to be as autonomous as possible, in all aspects of her life. We can provide affordable solutions that offer ‘arms length’ support. For Pat this means a wrist pendant to press to let us know if she needs support and technology to aid with personal care.”

Pat continues: “I have had choice and control over everything, including choosing my own new furniture. I love living here and I am happy to call it my home.”

Kyle with his support team Colin and Jenni

Kyle is a new tenant and moved into Cobblestone Corner 8 weeks ago when he moved out of his family home. Moving out for the first time can be a daunting experience for any individual but Kyle tells us he loves his new home and independence.
Qualified to care

Lifeways are delighted to announce that thirty five members of the Liverpool Support Team have successfully completed their NVQ Health and Social Care apprenticeships at levels 2 and 3.

In recognition of these fantastic achievements, Lifeways hosted a celebratory awards presentation at the Holiday Inn in the centre of Liverpool.

Michele Emmett, Vocational and Professional Learning Manager says: "These successes often go by without formal recognition other than a certificate. This award ceremony ensures staff receive the recognition they deserve. Each staff member has developed the skills and knowledge required to promote and deliver an excellent quality of care."

Deborah Bache has worked for Lifeways for the last 3 years and has recently passed the Intermediate Apprenticeship in Health and Social Care level 2. Deborah attended the ceremony in Liverpool to celebrate her achievement, she explains: "I was offered the apprenticeship after my initial training. The course has enhanced my skills as a support worker. It has helped me to make a difference in people’s lives by providing person centred care. I have really enjoyed the duration of my apprenticeship and I am now thinking about moving onto the level 3 qualification."

Lifeways offer a number of programmes including Health and Social Care Levels 2 and 3, Claire Mullarkey, Area Manager explains: "Staff are encouraged and supported to achieve their professional and personal goals and ambitions. We would like to congratulate each member of staff that has completed their Health and Social Care qualification at levels 2 and 3.

Find our more, keep in touch or share your story:

Head office: The Lifeways Group 56 Southwark Bridge Road London SE1 0AS

facebook.com/thelifewaysgroup

@LifewaysGroup

yourstory@lifeways.co.uk

www.lifeways.co.uk