‘Tis the season of giving
Read more from P4

All across the country our staff members and people we support have been taking part in fundraising events. They have been inviting people into their offices and homes to support some excellent causes.

LIFE SAVING SUPPORT
Support worker provides life saving first aid.
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Dallas’ dream comes true with volunteer opportunity.
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EXPECT THE BEST
Our ongoing responsibility and commitment to continuous improvement.
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Making a difference

Life saving support

Michelle has supported Charles for over 2 years with attending activities, appointments and helping around the home. Charles loves music, singing, discos and watching pantomimes - he leads a very active life. When Charles suddenly slumped down and stopped breathing, Michelle had to contend with the emergency - providing life-saving support!

“it was like any other morning. Charles was singing and eating breakfast, until he slumped down and went very silent, it all happened so fast” says Michelle.

Charles’ heart had stopped suddenly due to an irregular heart beat, but despite the pressure, Michelle stayed calm and her actions saved his life. Michelle told us: “I was scared but I had to stay in control of the situation for Charles. I was talking to him telling him everything was going to be ok.”

Michelle noticed that Charles wasn’t breathing and was turning blue, she immediately told another member of Charles’ support team to call 999. While waiting for the call to go through Michelle put Charles in the recovery position and checked his mouth to make sure it was clear, checking that nothing was blocking his airways. Unfortunately Charles was still not breathing.

Over the phone the emergency services told Michelle to administer chest compressions to Charles, she told us: “The scariest thing was the noise his chest made when I was giving chest compressions. In first aid training they teach you to expect a sound that comes from the person’s chest, but the noise coming from Charles made me want to stop – I felt it was hurting him. The emergency service on the phone reassured me that the strange sound was completely normal and that I had to carry on.”

Shortly afterwards, the paramedics arrived and they took over, but when Michelle stopped administering chest compressions Charles’ heart stopped. The paramedics used a defibrillator and fortunately they got his heart beating again and he started breathing.

Shaken up by the shocking episode Michelle told us: “The emergency really underlined the importance of first aid training and life saving skills. It is important people learn the correct skills that may one day save somebody’s life.”

She continues: “Charles is a fighter; all I did was help him fight.”

First aid for someone who is unconscious and not breathing

Key skill: The delivery of chest compressions

- Check breathing by tilting their head backwards and looking and feeling for breaths.
- Call 999 as soon as possible, or get someone else to do it.
- Push firmly downwards in the middle of the chest and then release.
- Push at a regular rate until help arrives.

“Charles is a fighter, all I did was help him fight.”

Going the distance

This year, Dallas’ dream came true when he was given the opportunity to volunteer at one of the biggest events in the British cricketing calendar: the Ashes test series.

Dallas always had a passion for cricket and has played in the Derbyshire Disability League as well as watching and going to matches any time he can. Last year when a leaflet came through asking for volunteers to provide support at test matches, Dallas jumped at the opportunity.

Dallas explains: “I have loved cricket for a very long time. I knew it would be an excellent experience.”

Rosie Walsh, Service Manager, told us: “Straight away it was apparent that this would be an amazing opportunity for Dallas. I wanted to get him involved in the whole experience, so we started by filling out the initial application on the computer. It was an opportunity for Dallas to talk about himself and his love of cricket.”

A few weeks later Dallas received a letter inviting him to an interview in Nottingham. Dallas and Rosie travelled to the interview together; it was there that the people in charge of recruitment looked at Dallas’ individual strengths to discover the role he would shine in as a volunteer.

Rosie continues: “Dallas is a warm and friendly person so it was no surprise when he was selected for a meet and greet role.”

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Our Lancashire office held a ‘Wear it Pink’ day for Breast Cancer Now. They raised an impressive total of £198.62 for the charity. Lots of pink ladies turned up for cakes and games. Team member Tracy and Jennifer won 1st and 2nd place for sporting the most pink!

Everybody had great fun for Children in Need, a huge thank you to all the people that put on their Pudsey ears and took part.

In September many of our staff members and people we support took part in fundraising for Macmillan, as they invited people to their offices and homes for the world’s biggest coffee morning. In return for a cuppa and some cakes, together they raised an outstanding total of £490.68 for charity.

Our Doncaster office raises funds all year around to support St Johns Hospice. They have raised a brilliant £107.29 with their annual cake bake.

The deputy Mayor and Mayoress of Halifax visited our Halifax office. Philip and Glen also joined in with the fun.

Everybody brought in homemade cakes for our Lancashire office coffee morning. Gill and Dawn also joined in the fundraising by holding a coffee morning at their home.

Graham, Darren and Rosaleen supported MacMillan at our Swansea office. They held raffles, competitions and baked cakes for their coffee morning.

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Children in Need

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Celebrating success

Inclusive recruitment in action

Being in control of your support starts with choosing your own staff. As part of our new inclusive recruitment toolkit Recruitment Champions have been selected to ensure that inclusive recruitment not only takes place but is recorded and evidenced. Alison Mundy, Service Manager, has taken on the responsibility of being the Inclusive Recruitment Champion in Merseyside.

Alison is on hand to provide guidance to both staff and the people we support to have clear structure on how to use the resources throughout the recruitment process.

Alison tells us more about it: “As the Recruitment Champion I held a practical workshop where the attendees could sample the tools available to help them with inclusive recruitment. The tools include: guidelines, best practise examples, workbooks, possible questions and scenarios. The aim is that nobody is recruited without input from the people we support.”

Helen has been involved in interviewing for her own support staff and had the opportunity to talk at the workshop about the importance of being involved in recruitment: “I think it is important to choose the people that support me. To me it is important that staff are kind, polite, respectful and have an interest in the activities I like to do. I enjoy interviewing because it gives me the opportunity to meet the person who may support me in the future. I can see if I like them and they like me.”

Read more about our inclusive recruitment toolkit and how it was developed at: www.lifeways.co.uk/inclusiverecruitment

Support worker of the year

Congratulations to Julie for winning a ‘Support Worker of the Year’ award. The award is organised by a social activities group in South Yorkshire, The Doncaster Inclusive Centre of Excellence (D.I.C.E).

Julie has forged close relationships with everybody at the group and they recognised the outstanding efforts she puts in everyday as she supports people to access the centre.

Charmaine says: “Julie has supported me for the last four years. I voted for her because she is a lovely, outgoing person who goes above and beyond to support people when they need it.”

Julie tells us that although she has been a support worker for years, she wishes she had the opportunity sooner. She passionately believes in making a difference to people’s lives and it’s the genuine love of her job that sets her apart. Julie explains: “I love everything about my job; support work is such a huge part of my life.”

The people who attend the centre were asked to put forward nominations on who they thought did an outstanding job as a support worker. When the votes were counted, Julie received an impressive number of nominations – crowning her ‘Support Worker of the Year’.

The centre held a formal presentation evening to present the winners with their awards. Julie tells us: “It was really nice for people to nominate me - it’s something I can be proud of.”

New development:
Brindley Moss

Move to independence

Luke’s move to Brindley Moss was the first time he has ever lived independently. With support that meets his changing needs and 24hr background care available, his support hours have significantly reduced. Luke no longer requires full time support and is enjoying his new found independence.

The most important thing for Luke is structure in his life. It is also important that he feels supported to manage anxieties around his finances.

Through prompts and using a budget planner, Luke now manages his own budget each week; this includes paying bills from his own bank account.

Luke loves to stay busy and enjoys visiting the town centre for a spot of shopping, he also likes to stay active through playing tennis and swimming. He tells us: “I really like it here, having my own home makes me feel very happy.”

New development:
Claridge Court

Lifeways celebrates the start of work on new development in Rushden

Claridge Court, on Wellingborough Road, is a £2.3 million development consisting of 16 purpose-built apartments. The new development will provide a safe environment for local adults with learning and physical disabilities to live independently. It will give people the freedom to manage their own home, budgets and lifestyle with support as and when required.

We were joined by our partners, HB Villages and Inclusion Housing for a ground breaking ceremony to celebrate the work starting on this progressive development. The first sod of ground was cut on Tuesday (3rd November) by Councillor Kaye Rawlins, Mayor of Rushden Town Council.

Speaking on site at the ceremony, Mark Dyson, Head of New Build Development explains: “We know that sustainable, life-changing solutions are best achieved when working in partnership. This development will be a testament to what can be achieved through collaborative working and will enable people to live independent and fulfilled lives.”

Inclusive recruitment in action

Independent living

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Expect the best

Our North London office has recently participated in an ‘Expect the Best’ quality check, showing their ongoing responsibility and commitment to continuous improvement.

The team of independent quality checkers are overseen by the North West London Consortium and funded by the Department of Health. They highlight areas in which services are performing well and also where improvements may be needed. Expect the Best use observational findings from the quality checkers who spend time at the services to evaluate them. They also conduct surveys to gather insights and views from the people that we support.

Excellent feedback was provided in additional areas such as the quality of support people receive, to their safety, homes and environment.

Area Manager, Christina Ryan says: “Our aim is provide continuous improvements in the way we support each individual. Through participating in this independent quality check we can ensure we continue to provide the right support to enable people to thrive.”

Our North London services received extremely positive feedback from the audit. The Expect the Best team were happy to see staff giving the people they support choices in activities to do on the day. They stated: “One individual being supported changed his mind 2 or 3 times and the member of staff supported the different choices he made, we liked this flexibility.”

Looking to find out more about Lifeways’ specialist support services? Search by region, service or postcode to find your local office at: www.lifeways.co.uk

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

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