MY BOY
Find out how man’s best friend changed a life. See page 3 for the full story.

MAKING A SPLASH
See why Lynn is one happy water baby PAGE 6

FORGING A NEW LIFE
How we support people with Acquired Brain Injuries PAGES 7

I SPY AN ACTOR’S LIFE
Interview with Angus about his new film and acting PAGE 10
Welcome to the Spring edition of our newsletter, lifelines.

Its purpose is to keep you in touch with the Lifeways Group community by providing the latest news from you, to all the people we are proud to support, their family and friends and our employees. Full details on how to contribute your own good news story can be found at the bottom of each section and please, we really want to hear from you.

Our purpose built supported living developments are being delivered at a fantastic pace. This year we are on track to complete more than 88 brand new developments across the UK with 8 – 16 apartments in each, all designed to provide the highest quality of accessible accommodation in the heart of communities. We already have over 300 tenants in new build schemes and hope to provide over 1200 tenancies as part of our new build programme. This will be achieved through our joint venture partnerships with housing associations and developers across the UK.

This quarter we are really pleased to let you know that our overall compliance with CQC for the Lifeways Group has exceeded 91%. The CQC are the independent regulator responsible for monitoring, inspecting and regulating health and social care services in England. This is a much higher compliance rate than the national average for Social Care Providers and recognises the commitment and hard work of our teams. A strong theme within our inspection reports is the positive feedback from the people we support and their families about how our staff are caring and treat people with respect. It is really encouraging to see this recognised and I would like to take this opportunity to thank our staff for their continued care and support for the people that we work with, it is so very important to us that people are treated with dignity and respect.

Without the commitment of our 10,000 dedicated staff, we wouldn’t be able to provide the specialist services experienced by the 5000 people we support on a daily basis. As a result we are investing heavily in an employee engagement program, developing and training our existing staff and opening up apprenticeship opportunities to both new and existing employees. We are also introducing a full roll-out of our inclusive recruitment programme so each individual we support, wherever possible, can have a say in who supports them.

I hope you enjoy the stories that follow and are as proud as I am to be part of the Lifeways Group.

Regards

Paul Marriner
Chief Executive
The Lifeways Group
In an attempt to get John outdoors and into the community we decided to look at the possibility of getting John his own dog. As a team we set up dog visits, dog walking trips and communicated with the Dogs Trust to get John used to dogs again.

We found that by taking a visiting dog with us on a car journey, John became a lot more calm and comfortable.

Having established that John would greatly benefit from having an animal as part of his life we found Max, a Labrador Husky cross and an incredible bond began to develop. Now John has a reason to get up and out in the morning.

As a Team, we are training Max to become the best companion he can be for John. He can’t wait to get home from his day centre to be with “his boy”.

When I started this journey on behalf of John, I wasn’t sure of the outcome, but the positive impact Max has had on John’s life has made it so worthwhile.

I know they will have many happy years together.

Story by Amelia and John’s team.

Do you have a pet? Would you like to share your story? If so, please send your story to yourstory@lifeways.co.uk
Jeff really enjoys art, he loves painting by numbers, adult colouring in books and foil art. He’s been dabbling for around 2 to 3 years now and would love to take an art course. He is currently on the waiting list for a course at the local adult education centre.

In the meantime Jeff paints and colours to relax, he loves to create artworks for his best friend Darren who he lives with. Jeff would love to be able to draw but he says he’s not very good, in fact he says “I tried to draw a box train and Darren said “What is that supposed to be?” We both laughed, he’s really comical Darren”.

Jeff would love to share his art with people, but for now he has many of his pieces framed and on show in the house he shares with Darren and two others. His next dream is to have his own exhibition and his team are supporting him to look at ways within his community that they can support him to make this happen. We will keep you posted on how he gets on.

Do you enjoy art? Do you draw, paint, sculpt, knit or crochet? Would you like to share what you love to do? If so, please tell us about it at yourstory@lifeways.co.uk
Developing new skills

Fun and Engaging Makaton Training

Zack and Gareth, who we support in Wrexham, took part in some inclusive Makaton training, to increase their and their staff teams communication skills in order to promote their independence and inclusivity.

The staff team arranged for the training to take place in Zack and Gareth’s home. Both have complex needs including difficulty communicating.

Everyone had fun and engaged with the training and at the end received a certificate for Makaton levels 1 and 2, which will enable them to communicate more effectively - Great work everyone!
Happiness at home

Making a Splash

Lynn Langton has a rare form of downs syndrome and is unable to verbally communicate and has limited movement.

She enjoys regular outings, holidays, theme parks with fast rides, and loves to go swimming.

Lynn really enjoys water, particularly bath time. She has a bath twice a day and she can stay in the bath for up to 2 hours and still refuse to get out! This is one of her greatest pleasures in life and really makes her happy.

Lynn’s bathroom had become dated and was not satisfactory for her to bathe in safety and comfort. Lynn’s support staff worked in partnership with social services to design a new bathroom that provided a safe, accessible, and comfortable space for her to enjoy her favourite activity.

Lynn has been involved in every step of the refurbishment of her bathroom, she now has an all singing and dancing jet bubble bath with lights, and chose her wall art to personalise her special space.

The freedom of the water gives her more movement and pleasure plus she loves relaxing in her new calming bathroom. Lynn is one very happy water baby!

Have you had input into how your home looks? Have you had works done to make it easier to move around your home? Would you like to share your story? If so, email us at yourstory@lifeways.co.uk
Focus on Acquired Brain Injuries

Forging a New Life

In this issue of lifelines we would like to share how we support people with brain injuries with an article written by Shirley Sievewright, our Acquired Brain Injury (ABI) Lead Specialist. We also spoke to Darren, a Lifeways ABI client, who told us about his journey back to independence with the help of his support team.

Across the Lifeways Group, we aid the recovery of hundreds of individuals who have suffered an acquired brain injury. They have often spent many months in hospital and rehabilitation centres working to get back the skills that we take for granted, such as walking and talking.

Brain injury impacts on the person’s thinking, concentration and memory. It has a massive impact on the person’s life, their family, friends, ability to work and independence. Coming to terms with this is difficult, and can fill the person with a great sense of loss and the feeling that things will never be the same again. Our clients are assisted by support staff who help with everyday activities, working to minimise the impact and give hope and opportunity back. The following story demonstrates how we can help to make a difference.

Darren sustained a traumatic brain injury sustaining damage to his frontal lobe. He says: “I wasted my life for 10 to 12 years until I met my current social worker. Last November I moved into my new home. After meeting with three or four support providers I chose Lifeways because they sounded like the best company to help me.

I started college in September, I’m doing Level 3 I.T. at the moment. If I feel like I’m having any problems in class the supervisor is there and if I need any support from the teachers I can ask, so it’s all geared towards helping me out. I know my support workers better than anyone else on the planet, so I see them as my best friends. My mum gets on with them as well, which is important. My staff support me with all the basics; showering safely, cooking, everything. I’ve just started swimming recently, I like going to bingo at the weekend and playing pool, especially with my staff because I always beat them! The best advice I could give to people in my situation is to speak to your social worker and enquire about services like this. I’ve come on in leaps and bounds in the past year and I’ve opened up a lot.”

Our ABI clients show such strength of character and bravery by building a new life whilst taking their new circumstances in to account. It’s our responsibility and privilege to help get them there. Our experienced brain injury teams offer a positive approach to enable individuals to achieve their new goals.

Case Study
Working Together

Inclusive Recruitment Workshops in full-swing

The Inclusive Recruitment Workshops run by Vicki and Oliver, attended by Lifeways Group employees, are extremely practical and take attendees through the different stages of the Inclusive Recruitment Toolkit. The outcomes give guidance on how we can actively encourage involvement from the people we support, who in turn have a say in recruiting the right people to support them.

The Inclusive Recruitment Toolkit was written by a User Focus Group made up of the people we support, trialled successfully in the Halifax area, with roll-out underway across the business.

Workshops enjoy good attendance and usually comprise of Service Managers, Team Leaders and Regional Recruiters. Oliver and Vicky facilitate the day to ensure people understand the message from the point of view of the people we support.

Vicky and Oliver take great delight in selecting an attendee each for the formal panel role play session. Two prospective “victims”, sorry “candidates”, are interviewed by a four person formal panel and usually after much discussion, agree that both candidates are appointable!

“The first company I have worked for that has tools in place for this” Lucy

“It’s made me realise there are a range of ways to involve people” Emma

“The toolkit will help to improve current practice” Becky

Are you an employee who would like to attend a workshop? Would you like to be involved in selecting your own support staff? If so, please contact Sally.Ryan@lifeways.co.uk
Growing in Confidence

From Bedbug to Milkman

William’s behaviour can be challenging and for the last few years he had problems getting out of bed in the morning, listening to staff and taking his medication.

His ‘long lie-ins’ sometimes lasted until dinner time and this meant he missed out on a lot of activities both inside and outside the home, as well as putting his health at risk.

A little while ago William agreed to take on some new responsibilities at Hollybank where he lives with several other people we support. He became the house Milkman, a job he loves because he gets to go out to the shops every day. He has also started to answer the phone when it rings and play a bigger role in the home.

This has led to him to feel much more positive resulting in him getting up early every day to take his tablets, eat breakfast, and have a bath. He has been much happier and his spirits have been lifted! This has helped him to join in with lots more activities and have lots more fun with everyone.

William loves the feeling of having responsibility and receiving positive feedback from everyone about how well he is doing. His Mum is really pleased with how he has been progressing and his dad said “I am very happy that William has something to be accountable for and it also getting him into the community more.”

Amazing work William keep it up!

What have you been up to? Would you like to share your story with everyone? If so, please email us at yourstory@lifeways.co.uk
I spy an actor’s life

Angus who we support in Inverness has just made a new film with his friends from Eden Court CREATIVE Productions called Spying. We asked Angus if he could take some time out of his busy schedule to answer a few questions about acting.

How old are you?
25

When did you first realize you wanted to act?
Back in 2012 when I realised I was so good at it!

If someone was going to make your life into a movie, who would play you?
I would rather play myself

What is your favourite film/TV show/play?
Robin Hood: Prince of Thieves

Would you like to act full time?
Yes I would

Who would you really like to play?
James Bond, Napoleon, the villain etc? I’m happy to play anyone really

What do you do in your spare time?
I don’t have much spare time in the week as I have drama group on a Monday, Super Art, which is a really good community arts group on a Tuesday, Wednesday is gym day, Thursday’s are all about Cooking and on Friday’s I go to work at Clachbeg Croft where care for animals like the guinea pigs. My work is important to me so no matter how busy I am with other things I always make sure I am there.

At the weekend I usually check the weather and will go for long walks, I like walking through the local forest or on one of the local beaches. If it’s raining I like to will play indoor crazy golf or visit a museum

What are you going to be doing next?
Working on the Spy play for the coming end of term shows

What is it about acting that you enjoy most?
I enjoy it all equally

Thank you Angus for being our first interviewee on 60 second interview, would you like to tell us about your passion? If so, please email us at yourstory@lifeways.co.uk
“Dennis was referred through social services because he wanted to do something in the community,” Dawn explained. “He wanted to try something different. We take a person-centred approach, linking people with learning difficulties to meaningful community activities, offering choice which will be sustainable as long as we monitor it and they are happy.”

“It has to be right for the person involved. It needs careful planning with the person and their support network, built on trusting relationships.”

“Dennis told me what he liked and didn’t like doing and what he wanted to achieve. He’s a big Chesterfield fan, so I contacted Peter Whiteley at the Community Trust to see if we could have a chat about some voluntary work in the HUB. We then had a chat with Peter, and Dennis had an initial interview a few months ago, followed by a trial.”

“They were pleased with him and he’s been there ever since. It has changed his life and given him purpose. I can see a massive change in Dennis and the staff have been wonderful in supporting him.”

Dennis, who will be 65 later this year, explained the type of work he has been doing. “I wash up, help out in the kitchen, and serve customers,” he said. “I clean all the tables and things like that. I work on Mondays and Fridays, but I have done more when it’s really busy.”

“I’ve enjoyed it and the most enjoyable thing about it is meeting people, it’s a good atmosphere working with my new friends. I enjoy seeing the players when they come in and going to watch them play whenever I can. I go to all the local games with my support staff.”

“We are all delighted that the link-up with the football club, via the Community Trust, has been such a success.” Dawn said: “It took a lot of work to ensure it was right for everybody and I think it’s fantastic to see how this has changed Dennis’s life.”

Working in partnership with Derbyshire Community Connector Service and Chesterfield FC has made a real difference to Dennis’s life, it has given him confidence and new skills.

Do you volunteer in your local community? Or would you like to? If you do, please contact us at yourstory@lifeways.co.uk
Steven Brandon wins again!

Steven has won another award for Best Actor at the National Film Awards for his portrayal of Luke in the film My Feral Heart. To read all about the Film and Steven’s many nominations and awards please go to www.myferalheart.co.uk

Indoor Sky Dive

Congratulations to Daniel from a service in Bolton, who has recently completed an indoor sky dive at the Chill Factore near the Trafford Centre in Manchester. Daniel enjoyed the entire experience and has booked to go again.

94 Reason to Smile!

Marjorie recently turned 94 and wanted a very special birthday present - a budgie! Well we couldn’t say no to that could we? So we supported her to complete the right forms and her request was accepted! Marjorie and her staff went and chose a beautiful bird and a lovely cage for her. The smile on Marjorie’s face said it all.

When we asked her what she wanted to name the budgie she said, “it’s Betty, Betty the budgie”

Farewell

It’s with tremendous sadness that we have to bid farewell to a lovely gentleman who we supported in Doncaster called Henry. He will be greatly missed by his housemates Gordon and Bella as well as all the staff, he will be remembered as a lovely man, who was house proud, always smartly dressed and never without a hat.

Find out 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