

IMAGINE ACT SUCCEED



Listening with intent, acting with purpose

IAS Newsletter Edition 37





A WARM WELCOME!

This last year has seen changes in the Oldham network of IAS as the council awarded new contracts for supported living tenancies. The number of providers in Oldham has reduced from eleven to six through the tendering process, with the aim that the quality of care delivered is of a high standard.

We were successful in our application and as a result asked to take over two new tenancies. In September we began to work with Teresa, Graham, John and Ian and during October, with Chris, Ian, Jenny, Karen, Lynn (John and Ian pictured here)

Both tenancies have established core teams that know people really well. We send a warm welcome to people supported, their families and staff teams.

We hope to forge strong positive relationships where everyone works together for a shared sense of purpose.

Tracy, Becky, Sharon, Jeff, Karen and Alan.



Dementia Training

We now have three senior managers who have gained an academic qualification in dementia care. We recognise that people are living longer and the numbers of people being diagnosed with a dementia are rising. We are keen to develop great services and ensure that people who have a dementia are supported well. We now provide training across the organisation for staff, families and other people who are supporting a person with a dementia.

Over the past 12 months we have been working in partnership with Jenny Ruff (Principle Occupational Therapist - Trafford Learning Disability Team) providing joint training for providers around person centred dementia care for people with learning disabilities, feedback has been really positive.



Time For Technology

Over the past 6 months we have been using more assistive technology within our network, this has enabled a number of people to continue to live independently, has provided reassurance to families and has had a positive effect on people's lives.

Earlier this year we had a student social worker on placement with us, she created an accessible tenancy agreement using a talking book for people who were moving into the Good Neighbour Scheme.

Another example is Jonathan who has recently got a Vega bracelet, this means that if he chooses to go out alone, staff and his family know where he is, this has also given Jonathan some security as he feels safe and can alert somebody in an emergency.



“Finally, My Perfect Flat!”

I have recently moved into my new flat and I love being in this flat, it's my pride and joy.

I love all the big spaces in every room I have especially the living room I can move around a lot more now.

The unpacking is coming along nicely now.

My bedroom is nearly finished and it is looking beautiful.

I love living on a street where I can easily get a bus to and from anywhere and everywhere.

I even started walking to Eccles from the flat and been doing it ever since being here.

Pam

The Train The Tram The Tour

Hello, my name is Liam I live in Wigan. I really like Man Utd and have been wanting to visit old Trafford for a while now, as they are my favourite team.

I spoke with Pam and Michael my support staff and I asked them if they could help me to plan it. They sat with me and went through things like how much the tickets would cost me, how I would travel there and how much I would need for to buy souvenirs. When staff explained to me how much it would cost me I was happy to spend this amount because I had really wanted to do this for a long time but I could never afford to.

Finally, I got to visit Old Trafford and I had a fantastic day I went with Michael my support worker and it was a great day out.

We travelled by train to Manchester which was very exciting for me as I loved looking through the windows looking at all the buildings. Once we arrived we went by the metro to Old Trafford it was very exciting as it was my first time.

When we arrived at Old Trafford ground I went on the stadium tour all around the stadium I even got to look in the changing rooms and I had a photo taken with Rooney's shirt in the background after the tour had finished, which I really enjoyed. I went looking in the museum it was great then I went to the shop and bought a new cup and a keyring. I had such a fun day.

Then it was time to travel home after a fantastic day I can't wait to go again.





eREEN FINEERED BUSINESS

Rob works as a gardener at apartments in Hindley. He has also been doing some garden maintenance at other premises too.

There is a large area at the front of the building, mostly tarmacked but including several large borders. At the side of the building there is a large patio which is also surrounded by large borders. One of the distinguishing features of the grounds of the apartments are the huge trees, which are found in both the front and side garden area.

Rob's main jobs through the winter have been to collect all the thousands of leaves that fall from the surrounding trees, along with all the rubbish which get blown into the garden. He also removes all the fallen branches, brought down by the high winds and he tends to the borders, which in the winter months is more to do with clearing out, shaping and planning for the spring.

Rob has a work book, in which he writes down the work he has done and the work he will be doing the following week. He also makes a note of the things he might have to do during the week, ie look in at garden centres, etc. He noted down the need to purchase a gardening book and then he bought a 'how to do gardening' book from the book cycle.

Rob keeps a weekly weather calendar, for future reference, and his looking for a barometer to put in the garden to keep an accurate check of the temperature.

We are also taking photographs to keep a pictorial diary of the weather conditions - he is hoping that he can make this into a calendar for next year.

As far as tools are concerned there is a gardening fund, which Rob has used to buy a lawn rake, for collecting the leaves into piles. There is also an old shovel, and a yard brush. Rob has bought himself a pair of gardening gloves to protect his hands. Rob needs some more gardening tools: leaf grabber, wheelbarrow, hoes, garden trowel and fork, barometer. (he is hoping that he might be able to purchase some of these tools from one of the car-boot sales.)

There are other tools such as leaf blowers, power sprays which he would only use now and again and would be better if he could borrow rather than buy.

If there is any chance of people donating tools, shrubs, clothing - all things gardening that would be great. Rob is getting into the work and would be willing to try his hand at doing more work in other gardens around the company.

Andrew's Always On The Go

Andrew has five voluntary jobs in his local community, which are giving him skills in different occupations and sense of purpose, routine and structure in his life. He would not be able to do three of these jobs without the invaluable help of his support workers, who actively engage with him to learn new tasks, whilst ensuring he is safe and integrating with work colleagues.

Andrew says that he feels a lot happier and less angry when he goes to work and is better than staying at home. He likes chatting to new friends at work, tea breaks and going on the works Christmas parties.



Andrew has recently been selected to swim for the North West team at the Special Olympics in Sheffield from 8th - 11th August.

He has been swimming regularly for many years with support, and swims competitively for the Cheshire Penguins club.

He says that he enjoys swimming, gets him out of the house and feels relaxed, less angry and frustrated, allows him freedom to exercise without constant supervision and knows that support is keeping him safe in the community. He also feels physically fitter and happier, exercising and doing an activity that he loves in the community



Catherine (Andrew's Mum)

Neville "Saves" The Day!

Terry (pictured) lives in his own flat in Salford and met Neville his neighbour when he moved in there. Terry and Neville have now been friends and neighbours for several years and share a love of football - although not supporting the same team! Neville supporting Everton and Terry an avid Manchester United fan.

Neville asked Terry if he would like to go with him to Wayne Rooney's testimonial match in August at Old Trafford as they were playing Everton. Terry was over the moon as they often watched matches together in his flat and to watch their teams playing each other at Old Trafford would be a great experience for them both.

It was proving quite difficult at one point to get tickets and Terry was losing hope but after much perseverance from Neville he

managed to get not only two tickets but four,

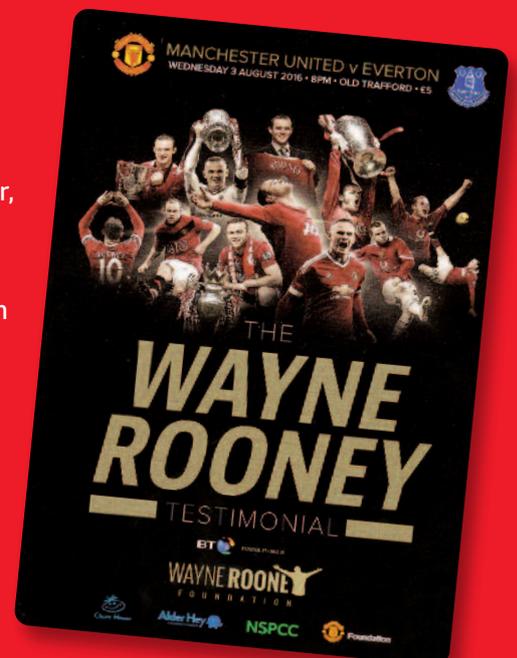
and so invited 2 members of Terry's team Tony and John to also go along - a real lads day out!

Terry had a great time before the match looking at all the old photographs in the football hotel of the great players of yesteryear, and held audience with some of the younger fans who were in awe of his knowledge.

Terry was high on the atmosphere and seeing his favourite players, both him and Neville hoping for a goal – that never came!

Everyone had a great day (although no goals) which was probably best all round!

A big thanks to Neville for getting tickets and sharing a fantastic day.



Supported Living Brings Nic Back To Wigan

IAS were really thrilled to read this article published in Wigan Council's newsletter...

After 16 years living in supported accommodation in Warrington, Nic has come back to live in her home town of Wigan.

We recognise that modernisation and re design of supported living services in Wigan was needed. We have worked with customers, carers, families and partners to develop a wide range of high quality supported accommodation options in Wigan to meet individual needs and requirements.

Moving back to Wigan has made a positive impact on Nic's life which has also improved her Mum Jean and Dad John's life to. When Nic lived in Warrington, family visits during the week were non-existent due to traffic problems and distance, therefore Nic stayed over at Mum and Dads home most weekends.

Nic is unable to communicate via telephone, Jean relied on support staff for weekly telephone updates on Nic's activities, living so far apart has been difficult especially at times when Nic is unwell.

Since Nic's move to supported living in Wigan, Nic's home is now within a 5-10 minute drive away from family and friends, family can just pop over and visit more frequently.

Nic has settled completed into her home, accommodation is well maintained, adapted and furnished to an excellent standard which includes 24hr support service from a dedicated trained staff team.

Jean has seen recent improvements in Nics health and wellbeing, Nic's speech is improved, she is forming new friendships, engaging in community activities and Jean feels she is more involved in society. The move back to Wigan has created a better quality of life for Nic and her family.



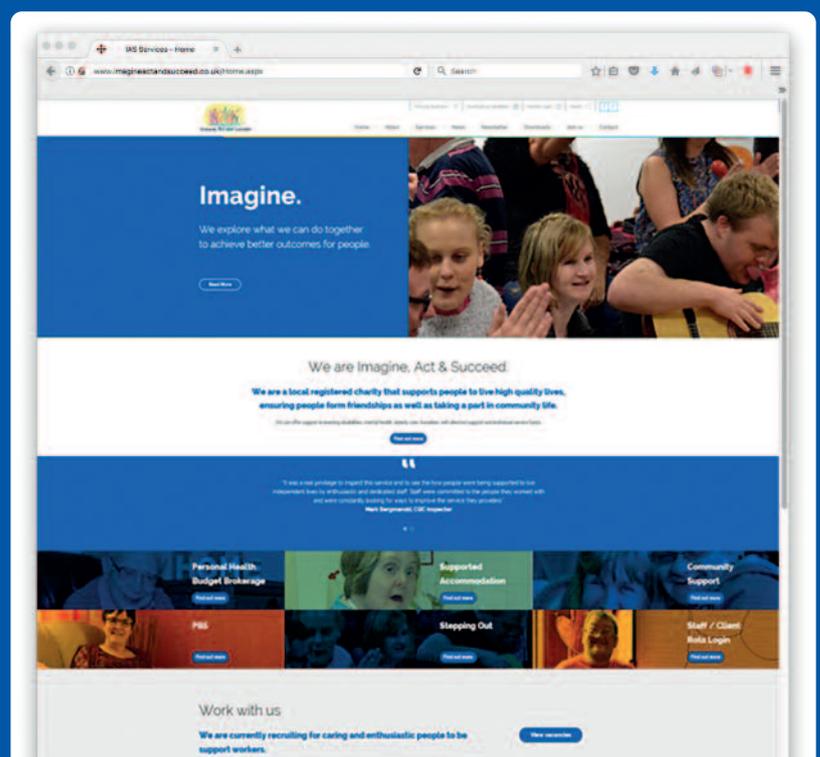
A new look for www.imagineactandsucceed.co.uk

Imagine Act and Succeed are proud and excited to share news of the launch of our redesigned website.

It has been significantly refreshed to give a much more modern look, and to have better compatibility with browsers on tablets and smartphones.

The website is a great place to visit for news and information about what IAS do as well as to download an electronic version of our newsletter or Annual Report. It is also the best place to apply to work with us.

We hope that you will enjoy visiting it, watch the videos, read our news and find out more about IAS!



Moving On And Moving In

We are currently working hard at establishing a number of new services in Wigan, which all seem to have come along at the same time!

We have opened a new development supported by our new Positive Behaviour Support / Autism Network. The service is made up of four individual accommodations within one setting. One person living there has moved back into the area and it is great to see his mum and dad visit so easily. The service has been developed specifically to cater for people with autism and the levels of support are quite significant.

Another new service is in a bungalow that has been redeveloped from a former support service, again this service is autism specific. Both the tenants' families have been heavily involved in preparing for the move and will remain very involved in the day to day lives of their daughters.

A very big and new development of apartments has also opened in Wigan. We will be supporting six people there who will live alongside the wider public. These flats do feel and look a bit different, in that they are very modern in appearance and have communal kitchens. We hope this feature will assist people supported to establish relationships with the wider public. This is our first Good Neighbour scheme in partnership with Care Housing Association, and we hope that we can continue to work together in the future.

We have also started supporting people at a development that is a mixture of flats and bungalows. The people living there are people we already support and people who are new to IAS.



CQC Success for Wigan and Oldham!



We are thrilled to announce we have just received our CQC report following our recent inspection in Wigan. As with other areas of IAS the report confirms our positive contribution to people's lives. The inspection focussed on five main areas and the specifics of the findings are as follows:

Is the service safe? - we scored good

Is the service effective? - we scored good

Is the service caring? - we scored good

Is the service responsive? - we scored outstanding

Is the service well led? - we scored good

The two inspectors visited several supported tenancies, our Stepping Out service and talked with a number of people we support, their staff and a number of relatives. Prior to the visit CQC made contact with external Professionals to gain their impression of our support. These are a few quotes from the report:

A person supported said *"I have different staff but I find them all caring". "the staff are just like friends to me to be honest"*.

An external professional said *"I have worked with IAS for over 20 years and found it to be a positive experience"*.

A staff member said - *"We love our jobs. As a company they have always been very helpful and very approachable with anything"*.

A relative said - *"there was nobody more indulged and protected than (their relative). Nothing is too much trouble here, this is their home now"*.

Well done to all our staff and management!

Oldham also recently had their CQC inspection and scored Good across the board. Again the report showed the quality and the impact of the support IAS provide, along with lots of positive comments from the people we support, staff and relatives. Here are a few examples.

A person supported said *"They are brilliant, fantastic. They get me motivated. It is so good to have the support. I am really happy with the care I receive."*

A relative said *"[My relative] helps out (in the house), [my relative] doesn't just sit there that's what I like."*

A staff member said *"Everyone works together as a team."*

An external professional said *"an exemplary supported living provider"*.

Well done to all our staff and management! A big thank you to everyone in Wigan and Oldham.

