Cranwell Court opens dementia day care centre

On 27th September Cranwell Court opened a brand new day care facility for people with dementia.

Service users, their carers and families were invited to Cranwell to take a look around the day care centre, meet the dedicated day care team and talk about the new service.

The day care facility will become part of a wider range of services for people with dementia that will be provided from Cranwell Court. To make sure we are providing the best care possible we are making lots of changes to Cranwell so that we create a safe and stimulating environment for all residents and service users.

We are aiming to have a shared care and assessment unit open in December and an enhanced residential care unit open by April 2013.

Abb, who cares for his wife, Audrey, said,

"I’m very impressed. The facilities here will help her be independent but still cared for properly."

This is the third edition of our quarterly Care and Support Newsletter. We want to let you know about all the things that are happening within L&H Care & Support and how we plan to improve services based on the feedback you have given us.

Contents

Pages

1  Featured news
2 -3  Mini-Olympics, Care homes’ summer of fun
4-5  Quality Assurance – Service User Feedback
6 - 7  Student placements, Staff Profile – Paul Mcphee
8  Activity Corner

If you would like to find out more about our services, please ring 01472 500133.
A great time was had by all at the recent Mini Olympic event organised by Emergency Accommodation staff and held at the YMCA Peaks Lane Sports Hall on 7th September.

On a blisteringly hot afternoon, an authentic Olympic torch brought a flavour of the recent games to Grimsby and with it came tenants of all abilities and ages from L&H Homes, the YMCA, Harbour Place, The Junction and Open Door, all competing to win a trophy for their agency.

It was great to see the way everyone interacted with each other, young and old, male and female, who were often from very different backgrounds. Differences were put to one side and everyone competed against each other in a respectful and fun way without any barriers.

Martin Williams and Shayna Fletcher who organised the event said,

“... The mini-Olympics proved to us that if agencies pulled together the tenants would follow suit and hopefully this will be the first of many joint events that we put on. On the day we did our very best to keep the Olympic spirit alive and the flame burning for that little bit longer.... Well done to everyone!!”
Residents at Ashley Court have a summer of fun!

Residents enjoyed a summer BBQ on 1st September with their friends and family. As well as enjoying lots of home cooked food, there were stalls with cakes, bric-a-brac and games. There was also a bouncy castle for children!

We’ve also had some pictures from Lloyd Hudson who went dog racing and Gary McEvoy who went to a battle re-enactment at Lincoln Castle.

Cranwell Court Summer Fair

Cranwell Court held their annual summer fair on 4th August. The fair included bric-a-brac stalls, toys and crafts, bowls, face painting, a raffle and many more activities including performances from local belly dancers.

Sally Eddom, Manager of Cranwell Court said, “Our summer fair is a fantastic way for our residents and their families to relax and have fun together in the comfort of Cranwell Court.

Everyone had a great time and the belly dancers proved to be very popular again.”

Happy Birthday!

Happy birthday to Steve Commins, who is a resident at Ashley Court – he celebrated his 50th birthday with a massive party at Ashley Court on 8th September that was organised by his family!
Our Quality Assurance Process
Focus on | Service User Feedback

Every three months, we focus our efforts in looking at an aspect of our service to see what you think about it and if there is anything we can do to improve it. This last quarter our staff asked you, our service users, what you think of the overall service you receive.

Support Services

96-100% of you within our many projects said we provide an excellent / good service.

88% of our Older People Floating Support clients said we were excellent / good. We have been funded by the Council to provide a floating support service which supports all older people in the local community, not just those in sheltered schemes. From your feedback we know that a small number of people still miss the permanent on site wardens. We understand how that gave a feeling of safety and we aim to make you feel supported through our regular telephone calls, face to face checks and a range of social activities which help bring people together. Let us know if you feel we could offer you further support.

Care & Support Plans

Within our support services, all of you had seen your support plan and the majority of people in our care homes had also seen their care plan. Your care plan or support plan belongs to you and staff will have worked with you to create it based on your own needs and preferences. If you want to see it, just ask.

The overwhelming majority of people also found our service to be reliable. We know how important it is for people to feel they can trust their support worker or carer and being reliable is a key factor in that.
At Ashley Court and Cranwell Court, we also asked people what it was like living there:

- 100% of people surveyed said they decided when they got up and when they went to bed.
- The vast majority of people said their flats felt like home.
- The vast majority of people surveyed said they had a key to their own flat.
- We met the food preferences for 75% of people at Ashley Court and 87% of people at Cranwell Court.
- The majority of people liked living in the care homes.

A few months ago, our staff provided you with our Service Standards that tell you about the service you can expect from L&H. An important part of these service standards is how we treat you and make you feel and include:

- Seeing people as individuals
- Working hard to maintain your trust
- Feeling respected
- Maintaining your dignity
- Enabling you to be independent
- Keeping your information confidential.

We were pleased to see that the majority of people felt they were treated as we promised all, or most, of the time.
Staff Profile
Paul McPhee

From Supported client to Support Provider

Paul was referred to the STEPS project for support in 2010 and after gaining experience with us is now a Trainee Support Worker with the Floating Support team.

“A good friend of mine referred me to STEPS when I was suffering with a very deep bout of depression. My Support Worker really helped me sort out my depression once and for all and as I recovered I began looking for a job.

“I had always wanted a career in support work but lacked the experience so I asked the Supporting People Team if I could do some volunteer work with them a few days a week. I really enjoyed helping people who had been in the same situation me.

“With the help and encouragement of staff, I ended up volunteering full time and after I had a CRB check I was officially accepted as a member of the team!

“I’m really proud that I’ve finally achieved what I wanted and grateful that everyone has been so supportive. It was hard work but totally worth it.”

Student Placements

Last year we had four student placements at L&H Homes – Anna who worked at Ashley Court, Ashley who worked with the floating support team in Skegness, Amy who was based at Cranwell Court and also worked with the HomeCare team and Sarah who worked with the team at Hainton Chambers.

All of them were in the first year of their Masters courses in Social Work and completed 80 day placements with us.

We hope that these will be the first of many more placements with our services – it’s great to have new people working with us to improve our services and we know that all the students found the experiences really useful.

This year we would like to welcome Laura Snell who will be working with the Older People Floating Support team and Leila Abdi who will be at Ashley Court, both for 100 days!
Activity Corner

If you fancy getting out and about and meeting new people, our Support staff have been working with people we support to provide a number of social activities and events dotted around. If you fancy getting involved, ring 01472 500133.

Like fresh air and meeting new people?
Then try Lara’s Walking Group...give her a ring on 01472 256444 to find out more!

Cooking opportunities
If you’re interested in honing your culinary skills or would like to cook healthier meals, contact STEPS on 01472 500133 for more information.

Older People’s Coffee Mornings and Social Events
We have lots of coffee mornings and social activities happening at our sheltered schemes for older people. To find out more about them please call us on 01472 256438.

Football
Why not come along to our weekly football session run in conjunction with the Roundabout Support Group, held at the Kent Street Resource Centre. Sessions are held on Tuesday afternoons 1pm – 3pm.

We also play competitive games and Tournaments against other services from time to time. See Brian for more information or call 01472 256406.

The football group has been a real success and given tenants from lots of support providers the opportunity to get involved in out-performing staff and showing them how the beautiful game really ought to be played.

Fishing Club.....
with Martin Williams, Housing Support Worker based up at Steps. Spend an enjoyable day out in the open air waiting for something to nibble your tackle! Give him a bell on 01472 500133.
These are some of the events held by the people we support which you are welcome to attend! Contact us on 01472 500133 if you would like more information or want to speak to your support worker as they can help you attend these events.

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Sat / Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-11am</td>
<td>10-11.30am</td>
<td>1.30-4.30pm Shared Care group, Raj medical centre</td>
<td>9.30am Coffee morning, Curzon Av</td>
<td>10-11am Coffee &amp; Chat at Beech Ct</td>
<td></td>
</tr>
<tr>
<td>Casswell breakfast club</td>
<td>Coffee morning, Oslear crescent</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10-11am</td>
<td>10-11am</td>
<td></td>
<td></td>
<td>2-3.30pm Pop in at Caswell Ct</td>
<td></td>
</tr>
<tr>
<td>Solomon Coffee Morning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12-2pm Acupuncture / Reki / Ear candling at Roundabout Grimsby</td>
<td>12-1.30pm Casswell Lunch Club</td>
<td>2pm L&amp;H Supported walking group</td>
<td>10.30am Coffee morning at Applegarth</td>
<td>2-3pm Tea &amp; Cake Sydney Taylor Court</td>
<td></td>
</tr>
<tr>
<td>10-11am Tai Chi, Solomon Ct</td>
<td>1-3pm L&amp;H Supported Football Club, Kent St, Grimsby</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-3.30pm Solomon Craft Class (card making activities)</td>
<td>2-4pm Pie ‘n’ Peas Quiz, Oslear Crescent</td>
<td>2.30-3.30pm Curling at Casswell Ct</td>
<td>5pm Fish &amp; Chips tea Sydney Taylor Ct</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-4pm Bingo, Oslear Crescent</td>
<td>2-3pm Tai Chi, Curzon Av</td>
<td>3pm Line dancing, Oslear Crescent</td>
<td>12.30-1.30pm Lunch Club (chippy) Solomon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7-9pm Curzon Bingo</td>
<td>3-4pm Curling at Sydney Taylor Ct</td>
<td>5pm Pool, Air Hockey / Table Tennis at the Grimsby Neighbourhood centre</td>
<td>12.30-1.30pm Lunch Club (chippy) Solomon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.30pm till late</td>
<td>2-4pm Solo lon Bingo</td>
<td>2-4pm Curzon Games afternoon [cards/dominos]</td>
<td>6-9pm In house bingo at Curzon Av</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bingo, Oslear Crescent</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7-9pm</td>
<td>2-4pm Solomon Bingo</td>
<td></td>
<td>7.30pm till late Bingo, Oslear Crescent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Curzon Bingo</td>
<td></td>
<td></td>
<td>2-4pm Curzon Games afternoon [cards/dominos]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-4pm</td>
<td></td>
<td></td>
<td>7.30pm till late Bingo, Oslear Crescent</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This newsletter is hopefully the third of many and if you think you can do better...and we’re sure you can... please get in touch and we’ll sort something out. We’d like to see it become far more tenant led - stories, reviews, rants, poems and competitions welcome. If you want to set up a music or book group, form a band and get famous...**GET IN TOUCH on 01472 500133**

**SEE YOU NEXT ISSUE!**