



Supported living in the East Midlands

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Welcome to Lifeways Links!

The Lifeways newsletter for the East Midlands region

At Lifeways, our commitment is to providing extraordinary support that creates life-changing outcomes for adults with diverse and complex needs. We do this through our stability, our local teams, our strong relationships, and our shared focus on quality and improved outcomes.

We're proud to be known for celebrating the positivity, individuality, and ambition of each person we support.

This newsletter brings you the latest news and articles from Lifeways and our services in the East Midlands.

Hear from Will

Your local Community Engagement and Development Manager.

Hi, I'm Will Oborne.

In my role, I'm currently deputising for Michaela Butterworth. I support many people across the East Midlands to move into their new homes. I've seen the extensive work that my colleagues have put into delivering this support to enable people to live independently at the heart of their community.

We really hope this newsletter will be of interest to you. Please contact me if I can assist you with placements of individuals.



Will Oborne
Community
Engagement and
Development Manager
in the East Midlands.

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Get in touch

Meet our Enquiry, Referral and Assessment Managers



Kieran Money



Nicola Reck

Leading through experience: how we partner with individuals for better support



By Nicola Forshaw, Lifeways' Group Services Director,
and Kyle, an individual we support

There are many ways to define co-production in the care and support sector.

For example, the [Think Local Act Personal](#) national partnership, of which Lifeways is a [member](#), calls co-production a 'meeting of minds coming together to find shared solutions'.

That's a great way to put it. But what does co-production look like from the perspective of an individual who receives support?

Thankfully, Josie, an individual we support from Morecambe, authored an informal definition of co-production at Lifeways. It goes like this:

"When I get support, it's a working-together-and-helping-each-other-thing."

And in a sense, Josie's statement shows clearly how important co-production is: to see and produce things not from the perspective of a 'provider' – but as a partnership with the individual.

Continual learning

At Lifeways we emphatically believe that everyone has the right to achieve their best possible life outcomes.

And this isn't just rhetoric. By really listening to people and our front-line support team, we continually learn how best to deliver and develop support that is shaped by their experience, not just ours.

What does listening look like? It starts from the very first day individuals we support move into our services.

Part of co-producing support for each person means empowering each individual with the ability to choose which support team members they wish to work with.

And part of our co-produced support involves regular meetings with each individual.

Kyle, who's 18 years old, says: "If I feel like I'm not best-suited to work with a staff member for any reason, they will make an effort to change it so that I am no longer in that state of affairs.



Kyle, an individual we support

"This means the service makes available the team members I would rather work with on my one-to-ones."

Listening to each individual also means encouraging an open, frank atmosphere where everyone feels free to speak their mind.

Kyle adds: "The team are always willing to listen to my suggested ways of improvement and encourage me to tell them where to improve."

"I have also been able to put forth a letter with the names of staff members I would prefer to have on my one-to-one hours as this can be of assistance to me with my personal issues."

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We believe that the best outcomes are achieved when people we support are involved in making decisions that impact them personally. And we learn so much by listening to each individual's point of view, daily.

Kyle says: "My support team will ask me how best to support me on the day if I am having a particularly bad day, at all times intending to make progress with me."

As a user-led organisation, our culture is to work collaboratively with people, because we believe that a co-produced plan means the individual receives better support.

And it's not just support plans that we co-produce with individuals. We also co-produce our own internal quality inspections, with people we support volunteering to carry out quality checks where they live. We're still rolling this scheme out across our 1,500 services – and are planning to have at least one quality checker in each service.

Going the extra mile

As the saying goes, there are no traffic jams on the extra mile. Yet our dedicated support teams often go far to make sure each individual receives support when needed.

Kyle says: "The support team always listen to me when they have time, which they will always try to make.

They will even stay later than their given hours to ensure that I feel better."

We're blown away daily by seeing how our support enables people to live full and meaningful lives as part of their local community.

The enthusiasm, drive and commitment of our well-trained teams and underpinned by strong partnership working with the people support mean that we are continuously enabling each individual to shape decisions about their lives and future.

How people we support get involved with the way their services are run

At Lifeways, we know that people we support are our experts by experience. Why?

Because nobody else knows their home better. Nobody else knows exactly how and when they like to be supported. And nobody else knows just who they like to spend time with - and be supported by.

That's why our teams make sure each individual is as involved as they wish to be in the running of the services where they live.

Here's three real-life examples of people we support getting involved where they live:

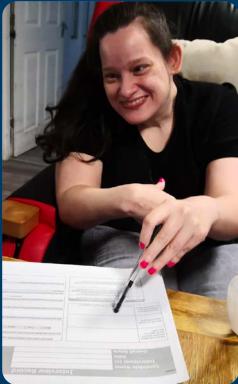
Janine practices interviewing her own support team members!

We make sure that each individual is enabled to choose the right people to support them.

To help people do this, Lifeways makes sure individuals can, if they wish to do so, play an active role in choosing their support team.

That's why Janine, who lives at our Liverpool residential service, recently prepared to interview a new support worker, with a mock interview being arranged by her support team.

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Janine does not read or write – but that didn't stop her communicating what she's looking for in her support team.

Janine had a great time holding the mock interview – and she's looking forward to the next, real-life interview!

Michael, Chris and Kevin are our new Quality Checkers!

Here in the photo are Michael, Chris and Kevin, who live at our services in the South Tyneside region. These three individuals are our newly-qualified Quality Checkers. Congratulations!

So what do our Quality Checkers do?

Quality Checkers look at the support we provide in their own and other people's homes, using a toolkit they have designed with our Quality Team, which sets out what good support looks like.



Quality Checkers also inspect the service where they live, ensuring that the highest standards are met. Our goal is to have a quality checker in all of our 1,500 services – so watch this space!

Dan's our new Health and Safety Champion!

One of the newly-qualified Health and Safety champions is Dan, who lives at one of our supported living services.



Safety Champions are individuals we support who work with our support teams to identify any hazards or risks within their services. Being a Health and Safety Champion is more specialised than being a Quality Checker.

After completing training with our central team, Health and Safety champions regularly:

- complete a safety tour, which includes checking switches, potential tripping hazards, and that the fire alarm system is working,
- promote safer ways of working,
- liaise with management to address any safety issues.

Great to see you at work, Dan!

How can Lifeways help?

We support adults living with learning disabilities, autism, physical disabilities, acquired brain injuries or mental health needs to lead more fulfilling and independent lives in their local communities.

Our experienced assessment teams are always available to work hand-in-hand with you, from arranging introductions, assessments and visits, all the way through to the move being complete and the kettle going on. If you have any worries about how to place individuals, please do get in touch with us and we'll be happy to support.

What we've been up to in the East Midlands region

After facing homelessness, Nick finds his 'forever home' with Lifeways – within 24 hours!



Moving into a Lifeways supported living or residential service can take weeks or months. This is due to all the preparation and decisions that are made for a successful placement.

But what happens when individuals who require support find themselves in an urgent situation – meaning a speedy turnaround is essential?

That's exactly what happened in October last year.

Back then, Nick, who's in his fifties and lives in the Derby area, needed support. He had no place to stay, and was facing homelessness.

Sprinting into action

Working quickly, our Lifeways referrals team completed an urgent assessment of Nick's support needs.

Meanwhile, Nick's key workers at Derby City Council visited a Lifeways supported living service in Derby's suburbs, which could meet Nick's needs, while our team arranged a tenancy agreement with the landlord.

Within 24 hours, working together, the two teams sorted for Nick a complete assessment, risk surveys, and a support plan – alongside a bed, bedding, and logistics for his move.

Usually, our referrals team prefers to plan and prepare its placements well in advance, so that we've had every opportunity to know the individual beforehand.

Yet due to the urgency of Nick's situation, these lengthy procedures were not an option. However, our support team made sure to be there every step of the way to help Nick through the speedy transition into the Derby supported living service.

A very natural connection

Several months on, Nick has settled in brilliantly. He feels at home among two other individuals he lives alongside – and has a cheeky sense of humour, and an eagerness to help others.

Coffee! Bowling! Burgers!

Krista, who lives at our Hucknall, Nottinghamshire supported living service recently had a fun day out. You can tell by Krista's smile she had a great time!



A day out!

Philip, who lives at our Derby supported living service, went on a day trip to Matlock recently. He was joined by his support team, and had a fab time!

A romance at Lifeways: Paige and Oakley, who we support, celebrate their engagement!



A budding romance between two individuals we support at our Grimsby supported living service has blossomed into a proposal – with an engagement party to celebrate!

Paige and Oakley, who are both in their twenties, live in their own apartments at the Grimsby service. They both moved into the service within days of each other when it opened in February last year.

And by coincidence, Paige and Oakley's

apartments are just one door apart!

Before long, the two began dating. Spending lots of time together, they both found a lot of common ground.

Shared interests

Their shared interests include video games, films, comedy, and animals – “especially budgies and other birds,” says Paige.

After one year and one month together, Paige and Oakley decided to get married. Earlier this month, they celebrated with an engagement party at the service, alongside their support team, who have supported them in their relationship.

The couple haven't yet decided on a date for the wedding – but enjoy taking things in their stride.

“I couldn't ask for a better partner,” says Paige. “We had an amazing engagement party.”

Congratulations, Paige and Oakley!

Supported living vacancies in the East Midlands region

Spencefield Gardens

Glenfield, Leicestershire

Spencefield Gardens is a detached house where people are supported to live independently.

This five-bedroom property has a kitchen, living room, laundry room, and study. There is one bathroom upstairs with a bath and shower, one bathroom downstairs with a shower, and two ensuites - one with a shower, and the other with a bath and shower. Spencefield Gardens also has an accessible garden for people to relax in when the weather is good.

The people we support choose how they spend their time, enjoying going to the park for walks, talking to the staff, cooking, visiting friends and being independent.



[Full details](#)



[Full details](#)

Kingsfield

Barwell, Leicestershire

This three-bedroom detached bungalow has level access, a kitchen and lounge area. There is a shared bathroom with a bath and shower, and one ensuite with a shower.

Kingsfield also has an accessible garden for people to relax in when the weather is good.

The men we support here live with learning disabilities and epilepsy.

London Road 1, 2 and 3

Alvaston, Derbyshire

The properties at London Road include two terraced houses and two apartments.

London Road 1 is a three-bedroom mid terraced house with a kitchen, a living room, a dining room, and a bathroom with a bath. There is an accessible garden with a patio for people to relax in when the weather is good.

London Road 2 is another three-bedroom mid terraced house with a kitchen, a living room, a dining room, a quiet room for reading and relaxing and a bathroom with a shower over the bath. It also has an accessible garden with a patio. We even have a resident cat.

London Road 3 is made up of two apartments. The ground floor apartment has one bedroom, a kitchen, a living room and a wet room-style bathroom. The upper floor apartment has one bedroom, an open-plan kitchen and living room, and a bathroom with a bath. The garden is shared with London Road 2 and people enjoy socialising together outdoors.

The three properties at London Road are suitable for people with diverse needs. London Road 1 is ideal for people with learning disabilities, while 2 and 3 can support people with learning disabilities, autism, brain injuries, mental health conditions and physical disabilities.



[Full details](#)

Refer to Lifeways with confidence

From the moment you get in touch we'll work hand-in-hand with you, from arranging introductions and assessments all the way through to completing the move.

Step 1

Call or email us with your referral and we'll gather all the information we need to start the referral process.

Step 2

We'll arrange a one-to-one assessment to spend time with the person, their social worker and family, to understand their current situation, support needs and their medium- and long-term ambitions.

Step 3

Once we've built our recommendation for support, we'll arrange for the person, their family and social worker, if requested, to visit our available homes giving the opportunity to meet our team and ask any questions.

Step 4

We'll produce a funding proposal detailing the support hours required and then send it for funding approval, making sure all stakeholders are kept up to date with the progress.

Step 5

Once the funding is approved we'll agree on a move in date and start the transition with everyone involved. We'll be on hand to offer support and guidance throughout to make sure everything runs smoothly.

Learn more about the independent living that we provide, make a referral or arrange a visit by contacting Lifeways:

Call **0333 321 4881** Email **referrals@lifeways.co.uk**

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lifeways
yes to you



Get in touch

Make an enquiry or find out more from our team by calling **0333 321 4881**