

lifewayslinks

The Lifeways newsletter for the **North East** region

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Welcome to the
**Winter edition of
Lifeways Links!**

Interactive PDF



Hello, I'm Janine Forshaw and I'm your local Lifeways Business Development and Relationship Manager for the **North East**.



I'm currently working with developers and housing associations around new opportunities in the region. If you would like to discuss current gaps in provision and how Lifeways can help you meet these needs, then please contact me on janine.forshaw@lifeways.co.uk.

I hope you enjoy our winter issue of LifewaysLinks where we take the opportunity to look at some of the exciting developments taking place across Lifeways and celebrate some of the great achievements of the people we support in your region.

Lastly, I would like to extend to you and your loved ones our best wishes for a merry Christmas and a happy, healthy New Year. For those not celebrating Christmas, may we wish you a restful holiday period.

How we can support

Lifeways supports 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 team - now joined by some new colleagues - are always available to work together with you, from arranging introductions, assessments and visits, all the way through to the move being complete and the kettle going on.

Get in touch today

If you'd like to make a referral, you can do so by clicking on any of the services in this newsletter, or call us on:

0333 321 4881

Email us at:

referrals@lifeways.co.uk



Debbie Robson
Referral Assessment
Practitioner



Isabel Malheiros
Referral Assessment
Practitioner



Nicola Reck
Referral Assessment
Practitioner



Hannah Neil
Referral Assessment
Practitioner



by Andrea Kinkade,
Chief Executive Officer

Recently I've had the absolute pleasure of seeing hundreds of our team members and the people we support coming together to celebrate Lifeways' 30th anniversary.

Throughout August, services across the UK hosted an incredible variety of events – from garden parties and BBQs to themed celebrations and community outings. Each one was unique, but they all had something in common: a deep sense of connection, joy, and pride in the community that we've built together over the past three decades.

These parties were more than just marking a milestone – they were a celebration of the relationships, achievements and sense of community that are at the heart of everything we do.

Hundreds celebrate as Lifeways marks 30th birthday throughout the UK

The laughter, the stories shared, and the genuine love and joy we saw across the country perfectly captured what Lifeways is all about. It's these connections and celebrations that make the biggest difference to people's lives and illustrate the impact we've been able to have.

One of the things that made these events so meaningful was how they were created. Many of the celebrations were co-designed by our support teams and the people they work alongside – a true reflection of the co-production values we champion through our Lifeways Executive Advisory Panel (LEAP). It was inspiring to see everyone's creativity shine through, and even more inspiring to see how much happiness it brought to everyone involved.

This year, we've been celebrating in lots of different ways – from our staff awards to our 30 Wishes initiative, where we're helping to make dreams come true for the people we support. It's been a year of reflection, gratitude, and looking ahead with excitement.



When I think back to where we started in 1995, it's incredible to see how far we've come. From our beginnings supporting people with learning disabilities, we've grown into the UK's largest team of professionals supporting people with complex needs in the community. That growth has only been possible because of the passion, dedication, and heart of our people.

As we look to the future, I'm filled with optimism. The last 30 years have shown us what's possible when we work together with compassion and purpose for the benefit of the people we support. And if the celebrations this year are anything to go by, the next 30 years are going to be just as rewarding.

Thank you to everyone who made our anniversary so memorable – here's to continuing our journey, together.

Groundbreaking partnership sets new standard for care training

by Karen Jones,
Managing Director, Residential

I'm proud to share how a pioneering partnership at Abbeymoor has been hailed as a blueprint for how social and health care can work together to improve lives.

Abbeymoor, a residential Neurological Care Centre in Newcastle, supports up to 40 adults with acquired brain injuries and neurological conditions.

Earlier this year we partnered with Northumbria University and the Community Acquired Brain Injury Service (CABIS) to embed two final-year occupational therapy students directly into the service.

Typically, university placements tend to be quite short, so we created a hands-on placement that allowed the students to become part of the team at Abbeymoor. This immersive approach

allowed them to work alongside team members every day giving them time to fully understand each person's individual needs.

The two students, Chloe Stockdale and Elicia Bordoley, made a real difference during their time with us, introducing changes like personalised room layouts, communication boards, and tailored group activities. They also supported our team by delivering training on the effects of brain injury and how to better support residents in their daily routines.

As Louise Watson, our Registered Manager at Abbeymoor, said:

This placement wasn't just about learning – it made a real difference to our residents. The students brought fresh ideas and helped us strengthen our focus on person-centred care. Services like ours have proven they can be dynamic learning environments for future healthcare professionals and we're so proud to be leading the way in creating these opportunities.



Chloe, who has since qualified as an Occupational Therapist, reflected on her experience:

"It's been a privilege. I feel lucky to have had this opportunity."

CABIS is now holding up this initiative as a model for integrated, proactive care – and I couldn't agree more. We're proud to be part of a groundbreaking collaboration that's making a difference to the people we support. Driving change and innovation in the sector has long been part of Lifeways' DNA, and this latest partnership continues that tradition.

Not only are we helping to equip future professionals with invaluable experience and expertise, but we're doing it while also improving outcomes for the people in our services. To help future placements thrive, our team has developed a full induction plan, including training, mentoring, and resources to help students settle in and understand their role. Now that Chloe and Elicia have qualified, they're supporting the next group of students – continuing the cycle of learning and improvement.

As Lisa Pullen, Occupational Therapist at CABIS, summed it up: "This approach shows what's possible when care homes and health services work together. It's a win-win for residents, staff and students."



Celebrating success: Lifeways shines in national awards!

by Andrea Kinkade, Chief Executive Officer

As we mark our 30th anniversary, it's been an incredible last few months for Lifeways from reaching the LaingBuisson Awards shortlist to a royal training award and our latest Great British Care Awards win – all of which are the result of a shared commitment to helping people live their best lives.

I'm absolutely delighted that our Lifeways leadership team has been shortlisted for Leadership Team of the Year at this year's LaingBuisson Awards. These awards are among the most respected in our sector, and to be recognised for our transformational leadership and commitment to continuous improvement is a huge honour.

This recognition reflects the incredible progress we've made through our organisation-wide transformation programme, driving significant improvements in quality, innovation, and workforce development, creating environments where both our teams and the people we support can grow and thrive.

Royal seal of approval for commitment to learning and development

Our commitment to learning and development has been awarded with the prestigious Princess Royal Training Award for 2025. Formally approved by HRH The Princess Royal, this honour places us among just 57 organisations across the UK to be recognised this year, alongside respected names such as John Lewis & Partners, JCB, and OVO Energy and is a remarkable achievement.

As James Westwood-Beere, Chief People Officer, said:

It's an incredible moment that showcases the strength of our culture, the passion of our teams, and the difference that outstanding learning and leadership can make across our organisation.



Regional care champion – Woodbury View!

At the Great British Care Awards – West Midlands Region, our team at Woodbury View received the Home Care Team Award and will now go through to the national final in 2026!

The judges praised the team's care as "truly exemplary," highlighting their extraordinary dedication to a person recovering from serious illness. Their family member shared, "I never worry about whether they are happy or well cared for because I know they have the best care possible," - this meant everything to us!



Nicola Driscoll, Service Manager, was extremely proud of her team and shared: "Winning this award isn't just about one moment - it represents the consistent teamwork, integrity, and heart that define Woodbury View. I couldn't be prouder of my colleagues for always going the extra mile, supporting each other, and truly living our values."

Managing Director of Lifeways' Residential Division, Karen Jones added:

Awards like this are really important for raising standards across the sector. We're thrilled to now represent the West Midlands in the national finals in February 2026, and we'll continue to show what person-centred, compassionate care really means.

As I have said before, any award recognition is ultimately a reflection of the extraordinary people who deliver quality services to the people we support every day. While I'm really proud of our success, I'm even prouder of what these awards represent - the dedication, passion and professionalism our teams show day-in, day-out to make a difference to people's lives.

My long journey to success

by Leo, a person we support

Leo bravely shared her mental health journey with us, which she describes as long, difficult, but ultimately successful. Today she is thriving at Brunswick Gardens - a supported living service, where she enjoys group activities, has made new friends and has grown hugely in confidence.



Please note: The following story contains references to suicide and mental health struggles, which some readers may find distressing. If you are feeling overwhelmed or struggling with your mental health, please reach out for support - see details at the end of this article.

Where do I start? My name is Lenona, my friends call me Leo, and my story has been a long one - a difficult one, but a successful one.

When I was younger, I started hearing voices, but it wasn't too much of a concern and I brushed it off as my mind playing tricks on me. But then I started to hear negative voices and they would say things like, "You're being followed," or "You're in danger," and honestly, that did scare me. Sometimes I would think people were following me and that I was in danger. I would walk and walk and ended up in the most bizarre places and was reported as a missing person.

Eventually, it was time to get some mental health support. I think I was 16 or 17 when I had my first appointment, and that's when I first heard the term "psychosis". Unfortunately, before I got any sort of diagnosis for that, I tried to take my own life. I ended up in hospital and I was just so out of touch with reality.



Nothing made sense. I could see spiders all over the walls, I could see bugs under my skin, and these voices were just being horrible. In the end, I was sectioned. From then on, I was in and out of hospital for about three years. Then, one day, I got transferred to somewhere in Sunderland, and I was there for maybe two years. I thought I was never going to get better.

Eventually, I got diagnosed with treatment-resistant schizoaffective disorder. Then one day, I got put on a new medication and things started looking up. It didn't really get rid of the voices or hallucinations, but it made them much better.

Soon enough, I found my feet. I went into a doctor's meeting, and they went: "We think we're going to start looking for somewhere for you to live". My social worker eventually found somewhere called Brunswick Gardens and a couple of weeks later, I got visited by the Lifeways team. I had loads of questions -

and quite literally every question I asked was answered the way I wanted.

It was like: "Can I decorate it my own way?" "Yes, of course you can." "Can I have pets?" "Yes, of course you can."

It was such a positive meeting and I was really glad. At first, when I moved in, I was like, "Am I going to meet new friends, or am I going to be lonely?" but over the half a year I've been here, I've made loads of friends. I'm confident, I go to support groups, I go to art groups, I go on walks with other residents, I pop in for a cup of tea or a chat. I'm just loving life at the minute, and I can't thank my family, my friends, and the staff enough for helping me out. Now, I can't wait to see what the future is like.

Samaritans: Call **116 123** (free, 24/7) or visit [samaritans.org](https://www.samaritans.org)

Shout: Text SHOUT to **85258** for free, confidential support 24/7

Mind: Visit [mind.org.uk](https://www.mind.org.uk) or call **0300 123 3393**

Papyrus (for under 35s): Call **0800 068 4141** or text **07860 039967**

Kingdom House and East Midlands Care Service celebrate teamwork, commitment and a well-earned CQC 'Good'

by Gareth Roberts, Quality Director

I'm delighted to share some brilliant news from two of our services: Kingdom House in Sheffield and our East Midlands supported living service. Both have recently been rated 'Good' by the Care Quality Commission (CQC) - a milestone that reflects the hard work, resilience and commitment of the teams who support people every day.

At Kingdom House, a residential service supporting adults with learning disabilities and autism, the team has secured 'Good' across all five inspection areas - a significant step forward from the previous 'Requires Improvement' rating. Following a change in management, our area manager stepped in to support the deputy manager three days a week to maintain quality and momentum. Their combined efforts supported the team through a period of change,

and with a new manager now in post, we're excited for what comes next!

Reading the inspection report made me incredibly proud. Inspectors praised the way the team consistently promoted independence and choice - something that sits at the heart of our approach. Relatives echoed this sentiment, sharing comments such as: "Our family member is supported to be as independent as possible, and "I could not be happier with the care and support they receive. I cannot think of anywhere else I would like them to live." Comments like this means the world to us.



Back in late 2024 Kingdom House received a mixed rating so achieving 'Good' across the board this time is a true testament to the team's determination to continually improve.

Our East Midlands supported living service has also achieved a well-deserved 'Good' rating, following substantial improvements identified during the June CQC inspection. Inspectors were impressed by the genuinely person-centred support offered, tailored to each person's unique needs, preferences and aspirations. They also noted how teams encourage people to pursue hobbies and interests, an important factor in enabling people to live fulfilling, meaningful lives.

The report reflected the high standard of safe and consistent care across the service with the team promoting independence, empowering people to make their own decisions and working effectively with external professionals. What struck me most was the positive feedback from the people who receive support, who shared with inspectors that they felt respected, involved and at the centre of their own care – exactly what we aim for in all our services.



To have achieved 'Good' ratings at both Kingdom House and our East Midlands service is a milestone we should all be proud of. It reflects not only improved inspection outcomes but the genuine, everyday commitment of our teams to supporting people to live the lives they choose.

You can read both full CQC reports on our website, but for now, I want to offer a heartfelt thank you to our fantastic teams at Kingdom House and our supported living service in the East Midlands.



Ruth's weight loss journey turns her life around!

by Kaitlan Davey, Team Leader

Over the past year, I've had the absolute pleasure of supporting Ruth, a young woman from Mansfield who has completely transformed her life. Ruth lives at our Jersey Gardens supported living service, and watching her journey unfold has been one of the most rewarding parts of my role.

Ruth's decision to make a change started a few years ago. She wanted to be more active and go on walks without getting out of breath. Through healthier eating and calorie counting, she lost an incredible three stone - going from 18 to 15 stone. That was just the beginning of her journey.

Last year, Ruth decided to take things further and joined Slimming World, attending every Tuesday. I was so pleased to support her, especially since I've been through my own weight-loss journey and know how empowering it can be. We quickly bonded over shared tips and batch-cooking Slimming World meals - with hot pot fast becoming a firm favourite for both of us!

Ruth's determination has been really inspiring. She has now lost another three stone, bringing her weight down to 12 stone. "I was a bit overweight, and I was really worried about my health, so I wanted to lose some weight," she told me. Since losing weight, Ruth has blossomed. She's happier, more confident, and absolutely loves shopping for new clothes. She's embracing brighter, more colourful



outfits and is truly glowing. It's been wonderful to see her transformation, not just physically, but emotionally too.

Nowadays Ruth even keeps me on track advising me on what I should and should not be eating! I love that she's taken such ownership of her journey. As a team, we've also supported her in maintaining a healthy social life, which has been just as important as the physical changes.

Ruth now enjoys a cheat meal once a week after her Tuesday weigh-ins, and it's a strategy that's working really well for her. She's recently adjusted her target to a four-stone total weight loss, and I have no doubt she'll reach it with ease. Not only does Ruth feel fantastic, but she's noticed so many health benefits.

She's out walking more often and no longer struggles for breath. She feels healthier overall and has gone from a size 22 to a size 12. As a team, we couldn't be prouder of Ruth. Her journey is a testament to what's possible with the right support, a positive mindset, and a whole lot of determination.

Staffordshire and Walsall services spooktacular celebrations!

by Nicola Beasley, Area Manager

This Halloween, our Staffordshire and Walsall services came together for a spooktacular celebration at Stafford Rangers Football Club. More than 50 people from 15 services attended the event, which was co-produced from start to finish by the people we support and team members. It was amazing to see how everyone worked together to plan all the details, from the venue and food to the decorations and competitions.

What made the event so special was seeing everyone come together. It was the first one of its kind in our area, and it gave services that don't often get to connect a chance to celebrate



side-by-side. One heart-warming moment that really stood out for me was seeing someone who usually doesn't take part in group events stay for the entire celebration. They had a fantastic time and it was a huge personal achievement. That's what these events are all about – creating spaces where everyone feels welcome, included and free to express themselves.

We sang, danced to spooky favourites, and even raised £50 for a local charity. It was a brilliant example of our CHOICE values in action, and I couldn't be prouder of everyone involved. We're already looking forward to making it a regular tradition!

Festive cheer all year as Nottinghamshire service unveils Christmas-themed bedroom

by Dawn Shelton, Registered Manager

Here at Rose Meadow, our residents can now enjoy the festive season every day of the year, thanks to a £250,000 refurbishment.

As part of this incredible makeover, we've transformed one of our bedrooms into a dedicated Christmas-themed space, designed entirely around the interests of one of the people we support. The room features a Christmas tree, two Santas, and even a Grinch-inspired mural!

One of the things I love most about my role as Registered Manager is seeing how personalised environments can make such a difference to the people who live here. The person we support who inspired this room has a particularly strong connection to the holidays, and having a space designed just for him has helped him build trust and confidence with others.

The whole approach to this refurbishment has been led by the desire to create environments that offer privacy, dignity and reflect the interests of the people we support. Other



bedrooms at Rose Meadow have also been given their own unique designs. One now features a Harry Potter mural, with 'the boy who lived' chasing a golden snitch across a Quidditch pitch, while another is being refurbished as a tribute to the late Queen Elizabeth II and the Royal Family.

I can't overstate how important it is to have a specialist property team with the knowledge and skills to work alongside people with learning disabilities and autism. Their approach has made the whole renovation process so much smoother

for everyone involved. They've really taken the time to form relationships, and I even saw one member of the property team dancing in his own time to Steps with one of the people who live here – it was magical to see.

The transformation has been warmly welcomed by everyone here at Rose Meadow. Support Worker Naomi shared that the "Christmas king" of the service is "absolutely loving his new room" and is proud to show it off. She also thanked Lifeways and the Property Team for being open to suggestions about how the rooms should be decorated, saying "Once the ideas were put forward, Lifeways was straight on it. I think it's lovely they've done this for the guys – some of them have lived here for 20 years, and I know they really appreciate it."

The refurbishment began earlier this year and is scheduled to be completed before Christmas. As part of the project, we've carefully restored



the mock Tudor building, so the original ornate ceiling features have been brought back to their former glory. The first two bedrooms were prioritised, alongside the installation of a brand-new, fully fitted kitchen, modern bathrooms and en-suites as well as a fully refurbished medication room and larder.

This project has been such a rewarding journey. Seeing how the people we support respond to their new spaces – the joy, pride, and sense of belonging – reminds me every day why creating personalised environments matters so much.

North East stars take centre stage in Lifeways Got Talent 2025

by Nikki Noble, Area Manager

I'm still buzzing from this year's Lifeways Got Talent final, which was an incredible celebration of confidence, creativity and pure joy! Our contestants danced, sang, signed and shone their way through the event, as more than 100 friends, housemates and colleagues came together to cheer the performers on.

After launching the event in 2023, we were thrilled to bring it back bigger and better for 2025, with supported living services right across the North East, Yorkshire and the East Midlands taking part. Services from each area held their own heats with winners and runners-up who were chosen by the people we support. They were invited to our grand final at Netherton Social Club in Bedlington where the venue owners even generously waived their usual fee, a very kind gesture that helped us keep costs down!

The winner, decided by our trusty Clap-o-Meter, was Jordan, with his show-stopping performance of Michael Jackson's Thriller, dressed exactly as in the iconic music video. The look on his face said it all.



As he put it: "I was so shocked. I dance every single day and it was amazing to get up there in front of everyone today."

Once the awards were handed out, the whole event turned into a huge disco. Within minutes, everyone - performers and audience alike - were up dancing, laughing and celebrating what had been a happy and fun afternoon. Another contestant, Claire, belted out the disco anthem Dancing Queen by Abba! Claire summed it up perfectly when she said: "It's been the best day ever! I've been singing since I was young and it feels like I've been practising just for this."

Lifeways Got Talent began as an idea from our events committee set up after the COVID-19 lockdown. Seeing it grow into something so meaningful has been one of the highlights of my role. One of the things I value most about Lifeways is the freedom our teams have to design activities around what matters to the people we support, and events like this really show the impact of that.

I'm incredibly grateful to our Regional Director, Tracy Dixon, whose encouragement has helped this event flourish. And I'm happy to share that Tracy and the team are already planning for Lifeways Got Talent 2026, as well as our much-loved annual football contest.



If this year is anything to go by, next year will be even bigger, brighter and full of even more unforgettable moments!

Neil's journey to independence at Bullpit Road

by Carrie Goodall, Service Manager

I'll never forget the day Neil moved into Bullpit Road. It was 30 June 2025, and we were all feeling a mixture of nerves and hope. Neil had always lived at home with his mum and dad, and this was his very first experience of living away from them. Understandably, both Neil and his mum were hesitant – especially after the recent loss of Neil's dad, which had deeply affected the whole family.



We knew this transition would be a big step, and we spent time reassuring Neil and his mum that Bullpit Road was a place where Neil could thrive, grow in independence, and still maintain a strong, loving connection with his family.

And then... Neil walked through the door.

From that moment, everything changed. He absolutely loved it. He made himself right at home, settled in quickly, and instantly clicked with our team, especially with his housemate, Brian. We were all amazed, including Neil's family, his LD nurse Lynsey and all of us here at Bullpit Road, at how smoothly he adapted. There were no signs of anxiety or stress – just pure happiness.

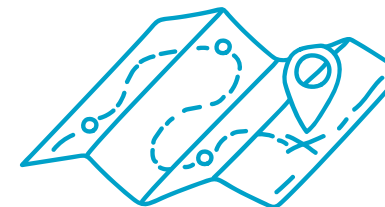
Since moving in, Neil has blossomed. He's now preparing his own packed lunch for day service, cleaning his bedroom, helping with laundry, writing his own shopping lists, and even preparing his meals. These are huge milestones for Neil as they are all things he hadn't done while living at home. He's also taken charge of decorating the garden, choosing items during shopping trips and making the space his own.

What's been just as meaningful is the peace of mind this has brought to Neil's family. His mum and sister have been incredibly supportive and are



so proud of everything he's achieved. Seeing Neil thrive has brought real comfort and joy to them both.

We're continuing to support Neil as he builds up even more independence. His next milestones are walking to day service on his own and spending time independently at home. His progress so far has been nothing short of inspiring and we're excited to see what comes next.



Current vacancies in the North East



Residential Care for 13 people

Rosekeys

Gringley on the Hill, Nottinghamshire

Shared House

- ✓ Autism
- ✓ Acquired brain injuries
- ✓ Learning disabilities
- ✓ Mental health conditions

The team at Rosekeys is ready to welcome people into a stimulating and supportive home, designed to help them live happy, fulfilling and independent lives. Our facilities are ideal for people who are autistic or living with acquired brain injuries, learning disabilities or mental health conditions.

Rosekeys is situated in the beautiful, rural surroundings of Gringley on the Hill and has 13 en-suite bedrooms, a shared kitchen, dining room, large living room, conservatory and activity room. There are always plenty of activities and we have a ping-pong table, basketball hoop and a spacious garden complete with patio, BBQ area and vegetable patch for making the most of fair weather.

As well as having the countryside on our doorstep, Doncaster and Sheffield are popular for trips out to the cinema, bowling, restaurants, shops, theatres, museums and much more.



Residential Care for 16 people

Whitwood Hall

Castleford, West Yorkshire

Shared House

- ✓ Life-changing residential care
- ✓ Support across three properties
- ✓ Ideal for maximising independent living
- ✓ Recently refurbished

Whitwood Hall is one community that combines three specialist residential services - The Lodge, Saxon House and Moore House. Working across these three houses, our dedicated team are ready to support people living with learning disabilities and autistic people to live happy, independent lives. Whitwood Hall is ideal for people who have a good level of independence and enjoy being active.

There are 16 bedrooms across the services, all of which have shared bathrooms, living rooms, a kitchen, dining room and laundry rooms. Each property has its own private garden for everyone to enjoy. All the rooms can be adapted with assistive technology to help everyone living there stay safe and maximise their independence.

We are located just south of Leeds, within easy reach of local amenities including supermarkets, shops, restaurants, and local attractions or for trips out to the coast or the Yorkshire countryside.



Residential Care for 22 people

Unity House

Peterlee, County Durham

Shared House

- ✓ Autism
- ✓ Learning disabilities
- ✓ Physical disabilities
- ✓ Mental health conditions
- ✓ Level access throughout
- ✓ Accessible garden

Unity House is ideal for people, of any age or ability, who are autistic or living with more complex needs including learning disabilities, physical disabilities or mental ill-health.

The property features 15 comfortable bedrooms and 6 spacious studio apartments, offering a high level of independence and privacy. All 21 bedrooms have en-suite bathrooms and can be adapted with assistive technology. There are also two communal bathrooms. There is also plenty of space to relax across three living rooms, two kitchens (including a training kitchen), dining areas, a cinema room and a beauty room. In good weather, the accessible garden offers a perfect outdoor space for everyone to enjoy.

Unity House offers fun and engaging activities giving everyone the chance to explore their own interests, such as arts and crafts, cookery classes, discos, bingo and much more. There is also lots to explore locally and we have access to a communal vehicle, making it easy to organise trips out.



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