

ISSUE 14 | SUMMER 2026

lifewayslinks

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

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Welcome to
the Summer
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 this latest 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.

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 team members - 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:

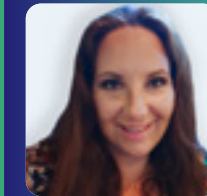
0333 321 4881

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



Celebrating Lifeways' Achievements and Ambitions for 2026

by Andrea Kinkade, Chief Executive Officer

Welcome to our Summer issue of Lifeways Links. I'm delighted to share that our Annual Review for 2025/26 has been published, our yearly look back at the achievements of our brilliant team and, most importantly of all, the amazing people we support.

This is the third Annual Review in my time here as Chief Executive and I am so proud to share the remarkable progress Lifeways has made in that time; continuing our mission to support people with mental ill-health, learning disabilities, autism and complex needs to their very best lives.

I never tire of telling our story as it unfolds. I called 2023/24 our year of transformation, investing time and resources in future proofing our organisation, and I recall describing 2024/25 as a year of reward for all the hard work we have invested. Well, 2025/26 has unquestionably been a year of celebration as we have taken time to reflect not only upon our journey but also thirty years of Lifeways support – a brilliant milestone. In my experience, the very best organisations make time to celebrate success. It recognises

and re-energises hard-working team members, reminding them that the inspirational work they do – that they sometimes cease to recognise – has real, lasting impact.

One of the reasons that I am passionate about celebration is that, as anyone who has a relationship with our sector knows, the challenges are significant and enduring. I will say to anyone that will listen that our principal challenge is that need is increasing, funding is not keeping pace, and that great people are hard to attract, train and retain. But, at Lifeways, whilst we can – and do - campaign for positive change in adult social care, we can only control the work that we do and the way that we do it.

So, our approach is to relentlessly demonstrate how things can be when people with the right values, backed up by the right organisation, give their love, energy and expertise to delivering the very best support. It is this positive outlook and can-do approach, underpinned by our continued investment, that will make us the provider and employer of choice in our sector.

This is a key driver behind our You're Not Just Anyone campaign that you will see more about in the coming year. Our message is clear: if you come to work at Lifeways, you are not just anyone – you are someone with the values and desire to support people to thrive. And, if you are supported by Lifeways, you are not just anyone to us – you are an individual person that we understand, someone we will involve in co-producing your support, designing your own aspirations and outcomes, living your best life.

Some of my favourite stories within the Annual Review feature people with really complex support needs; people for whom institutionalised living has been their past (usually in placements that have failed) and would be their future were it not for the work that our teams do to support them to live with increasing independence in their community. Our aim to get everyone out of institutions and into their own home continues.

The Annual Review features our team members talking about great lives being led, improving quality, systems that work,



greater efficiency, better homes and increased colleague engagement that have led to our commissioners entrusting new support to us. You will also read about Lifeways as a listening and learning organisation: positive risk-taking, trying new things, pushing boundaries to improve lives. Lives worth celebrating!

So, as always, I finish this introduction where I started: celebration. Let us celebrate our teams, the people we support, their passionate families and, of course, hard work, investment, creativity and resilience. Thank you to everyone who has helped make our year of celebration so rewarding.



You can read the full Annual Review on the Lifeways website, where you can explore more stories, insights and achievements from across the year.

You're not just anyone – Lifeways launches a brand-new recruitment campaign

James Westwood-Beere, Chief People Officer at Lifeways, shares why the new *You're Not Just Anyone* campaign is encouraging more people to consider a career in care.

Every day at Lifeways, our teams support more than 4,000 people across the UK to live independent and fulfilling lives. The compassion, patience and dedication shown by our team members make a real difference to the people we support and their families.



That's why we've recently launched a new recruitment campaign called *You're Not Just Anyone*, encouraging people with empathy, compassion and a genuine desire to support others to consider a career in social care.

Supporting people to live the life they choose

The campaign shines a light on the incredible work of Lifeways' frontline teams and the positive impact they have every single day.

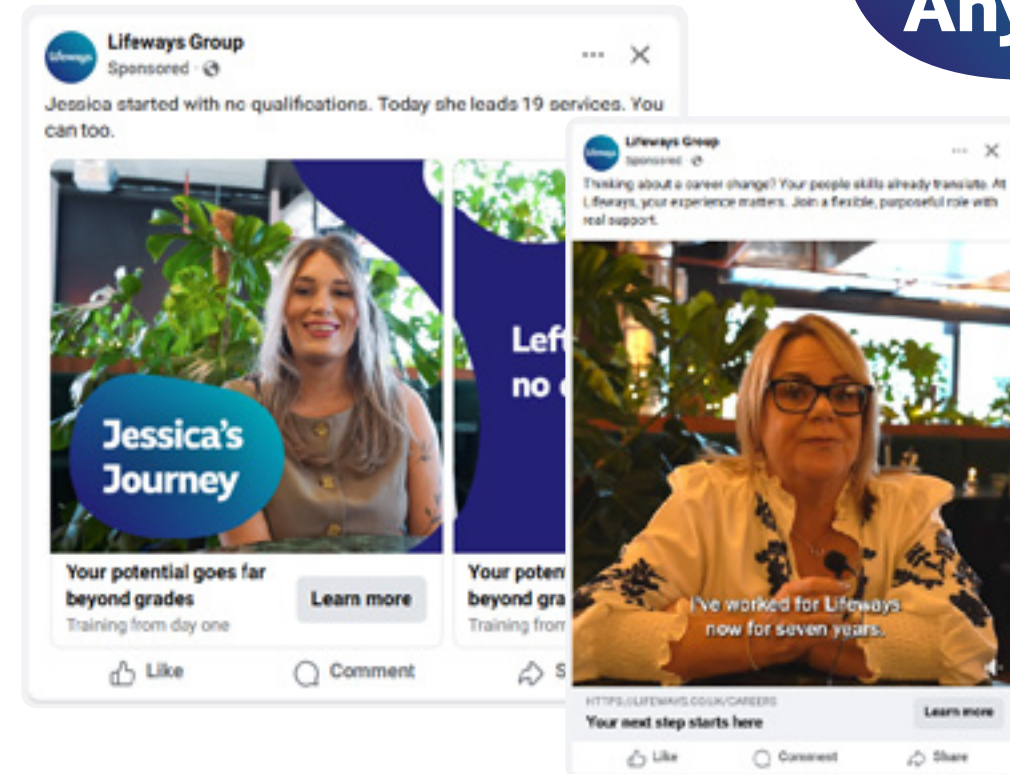
At the heart of the campaign is a powerful short film that captures the real impact of this support. The film features Jessie and Caroline, two brilliant people supported by Lifeways, and celebrates the compassion and empathy that help people live the lives they choose.

Inspiring people from all walks of life

You're Not Just Anyone is designed to inspire people from all walks of life to consider a career in care, even if they've never thought about it before.

We hope the campaign will encourage people looking for a career change, those returning to work, military veterans, retirees seeking a new purpose, young people starting their careers, and people from other sectors such as hospitality.

**You're
Not Just
Anyone**



'It takes people with care at their core'

Not just anyone can do this job. It takes people with care at their core. I'm proud to see the difference those people make every day for the individuals and families we support.



You can watch the short film featuring Jessie and Caroline, and learn more about the campaign, on the Lifeways website at www.lifeways.co.uk/careers.

National Women in Tech Award for Lifeways leader!

by Kieron Steele, Chief Financial Officer

I'm absolutely delighted to share the fantastic news that Amanda Brooke, our Chief Transformation Officer, has won the Women in Tech Award at the 2025 Women Achieving Greatness in Social Care Awards – better known as the WAGS.

The WAGS celebrate the extraordinary women leading, innovating and elevating social care, so this is a tremendous achievement. Amanda's win is also a powerful endorsement of the way Lifeways is using technology and innovation to drive improvements in the way we deliver support every day.

Amanda shared how much the recognition means to her: "I feel truly honoured by this recognition. It's a fantastic acknowledgment of Lifeways and the transformation journey we've been on and continue to drive forward.

"I'm deeply grateful to my team and everyone who has contributed to and supported the projects that made this possible. This award isn't just an individual achievement; it



reflects the collective effort of everyone who helped turn these changes into a success."

I couldn't agree more. This award speaks of her dedication, expertise and the real, measurable impact she and her team have made, not only within Lifeways, but across the wider sector. Amanda is a true leader and it's wonderful to see her recognised on the national stage.

What makes this even more special is the calibre of this year's awards. They received an unprecedented number of high-quality nominations, showcasing the passion and talent of women driving progress in social care across the UK. To be recognised in that context is a remarkable achievement.

I'm also thrilled that three more incredible team members were shortlisted:

- *Karen Roberts, our Head of Health & Clinical Governance, for the Lifetime Achievement Award*
- *Amber Kingsnorth and Caroline Lynch, shortlisted in the Social Care Superwoman category for their outstanding work supporting people with complex needs*



The winners were selected by an independent judging panel led by awards Patron and former Royal College of Nursing president, Dr Cecilia Anim, which underlines the rigour and credibility behind these accolades.

For me, this recognition is about more than a trophy. It reflects the strong leadership, innovation and clinical excellence we're building across Lifeways, shaping the way we deliver support across the organisation.

Huge congratulations again to Amanda and to all our shortlisted team members. Achievements like this show what's possible when talented, values-driven people come together with a shared purpose.

Our 30 wishes journey continues!

by Gareth Roberts, Quality Director

As part of our 30th anniversary celebrations last year, we introduced our 30 Wishes initiative, creating special, meaningful experiences for the people we support. Following its success, I'm delighted that we're continuing this into 2026.

Our teams nominate people they support for a once-in-a-lifetime treat that could be something fun, memorable or truly personal. We've loved seeing the joy these wishes bring and below are some of the latest examples.

Addison builds confidence with a trip to London

Addison, who we support in Warwickshire, was nominated for a 30 Wishes award to visit London Zoo and enjoy an overnight stay in the city.



A passionate volunteer and active member of the Mental Health LEAP Council, Addison has grown in confidence over time and is now travelling more independently and connecting with others in ways that once felt out of reach.

On hearing about the award, Addison shared:

I'm overwhelmed but feel very pleased. I have always wanted to go to London, and visiting London Zoo will be a lovely experience for me.

For Addison, this wish is a chance to recognise and celebrate how far she's come and supports her to keep building confidence for the future.

Ugne's dream trip to St James' Park

Ugne, who lives at a supported living service in Berwick-upon-Tweed, is set to enjoy an autism-friendly tour of her favourite football team Newcastle United's home ground, St James' Park.

When Ugne heard the news, she was over the moon. The visit is expected to be a truly special experience, giving her the chance to explore a place she loves in a way that feels comfortable and accessible for her.

Her Service Manager, Lorraine Noble, who nominated her for the initiative, shared just how much the trip will mean: "We can't begin to tell you how much this means for Ugne. This one trip has possibly made her year and we all know she's going to come back with a new Newcastle FC shirt."

For Ugne, this wish is about more than football – it's about confidence, excitement and creating a memory she'll treasure.



Alastair reconnects with a friend in Edinburgh

Alastair, who lives in a supported living service in Northumberland, will soon travel to Edinburgh to spend quality time with a close friend and enjoy a meal together.

He summed it up simply: "I'm so pleased. I will get to see my friend and get to go out and have food."

Reconnection and relationships are such an important part of wellbeing. For Alastair, this trip is all about friendship and having something special to look forward to.

Julie enjoys a well-deserved spa day

Julie, who has made incredible progress in her mental health recovery at our service in Preston, will soon enjoy a relaxing spa day at Ribby Hall.

She has worked incredibly hard on her recovery, and this experience is a wonderful way to celebrate her achievements and enjoy something just for herself.

“There are plenty more wishes still to come, and I'm excited to see what 2026 has in store. It's been brilliant to see the smiles and confidence these moments bring.”

Unveiling a new welcoming hub at Hird Road in Bradford

by Estella Dick, Area Manager

Our new hub at Hird Road in Bradford is a fantastic space designed to bring people together and create more opportunities for meaningful activities.

The hub, connected to our Hird Road supported living service, officially opened its doors in November. We marked the occasion with a small celebration alongside our colleagues from Yorkshire Housing, who very kindly donated the space.

The building was previously used as an annexe at a Yorkshire Housing property and became vacant when a customer moved on to a more suitable home. Rather than seeing it stand empty, we saw an opportunity. Today, it has been transformed into a warm and inclusive environment that will benefit the people we support for years to come.

Just days after opening, the hub was already being put to good use. Our team held their first meeting there to plan a full schedule of activities, which is exactly the kind of energy and purpose we had hoped the space would inspire.



For me, this achievement stands as a testament to the power of true partnership. It has only been possible through the collaborative efforts of our dedicated support team and the unwavering commitment of Gary Wardle at Yorkshire Housing. Gary played a pivotal role, turning the dreams of the people we support into reality, and I'm incredibly grateful for the shared vision that brought this project to life.

Yorkshire Housing made a significant contribution to renovating the hub, providing

new flooring and furniture, including tables, chairs and gardening tools, as well as giving the space a fresh coat of paint. The result is somewhere that feels welcoming, practical and full of possibility.

Gary Wardle, Senior Supported Housing Officer at Yorkshire Housing, shared: "For us, it was never just about giving the annexe a fresh coat of paint, it was about creating something that genuinely supports people's day-to-day lives.

"We wanted a space that felt welcoming, flexible and truly theirs. Seeing people already using it to plan activities, spend time together and take pride in looking after the outdoor areas shows just how much it means. We couldn't be happier for them!"

At Lifeways, we're committed to helping the people we support to live fulfilling and independent lives. This new hub is an excellent example of bringing that commitment to life with a welcoming space where people can meet, try new activities and enjoy time together. I'm looking forward to seeing how it continues to grow and evolve, shaped by the people who use it every day.



The Maples achieves 'Good' in its first-ever inspection

by Cherianne Howe,
Head of Regulation and Governance

A huge congratulations to the team at The Maples, which achieved a 'Good' rating in its very first inspection. Opened in 2023, The Maples is a purpose-built service of five bungalows and a staff hub, supporting adults with learning disabilities, autism and mental health needs.

Inspectors highlighted several areas of exceptional practice including learning, culture, people's experience, leadership, and innovation. They highlighted the truly person-centred support provided by the team, alongside strong safeguarding and proactive risk management.

The inspection also praised the thoughtfully designed environment and use of assistive technology, which help people live as independently as possible. The team's



commitment to approaches such as Positive Behaviour Support (PBS), Active Support and trauma-informed care was also recognised, along with a strong culture of learning and continuous improvement.

It was wonderful to see positive feedback from families too. One relative shared: "The care is great, the environment is great. The staff are great."

To achieve such a strong result at a first inspection is a fantastic testament to the dedication and professionalism of the whole team. Registered Manager Katie Butlin added:

We are extremely proud to have achieved a 'Good' CQC rating. It motivates us to keep learning, developing and innovating as we continue striving towards an 'Outstanding' rating.

Rose Meadow celebrates 'Good' ratings across the board

by Karen Jones, Managing Director, Residential

I'm really pleased to share some well-deserved news about our Rose Meadow residential service. Following a recent inspection by the Care Quality Commission (CQC), the service has been awarded 'Good' ratings across all five areas assessed - a great achievement for the team and everyone who calls Rose Meadow home.

Reading the report, what stood out most was the strength of the relationships across the service. Inspectors noted that people know their team and leaders well, feel confident engaging with them, and are overwhelmingly positive about the care they receive. For me, that says everything about the culture the team has worked so hard to build.

I'm incredibly proud of what's been achieved here. A great deal of work has gone into strengthening the service, and it's incredibly rewarding to see those efforts recognised. It reflects the dedication, consistency and genuine care shown by the whole team every single day and their commitment to supporting people to live fulfilling lives really shines through.

What makes this achievement even more meaningful is to see all five areas now rated 'Good'. The service



has always had strong foundations and this reflects the continued focus and hard work of everyone involved.

It's not just inspectors who are noticing the difference, families are too. They've shared how safe their loved ones feel and how well they are cared for, which really reflects the trust families place in the team and the difference they make in people's lives. We've also invested heavily in the environment at Rose Meadow, with a £250,000 refurbishment transforming the service into a modern, accessible home while still retaining its unique mock Tudor character. Every detail has been thoughtfully considered, from restoring beautiful original ceiling features to creating personalised bedroom spaces that reflect people's interests.

For me, this report is more than just a rating, it's a celebration of progress, teamwork and the difference great care can make every day.

Erin's move to Lewis Gardens is life changing

by Alison, Erin's mum

As Erin's mum, I can honestly say the move to Lewis Gardens has been transformational for her and it's all down to her new surroundings and the incredible support team around her.

Before moving in, Erin was stuck in a bit of a rut. She didn't have close friends nearby, and that was limiting her independence and confidence. Since settling into Lewis Gardens, she has absolutely blossomed. Her mental health has greatly improved, and she's grown in confidence in ways we hadn't seen before. Knowing the support team are there for her has given Erin the reassurance she needs to try new things and do more for herself.

She's formed lovely relationships with the support team and she's also built friendships with other people living at Lewis Gardens. That sense of belonging has made such a difference.

Erin adores her new bedroom and has really made it her own. She's used her creative skills to add sensory lighting and her own furnishings, creating a space she feels proud of. One of the biggest changes has been her whiteboard. She chose to put it up herself and has written out her daily tasks, including brushing her teeth and hair, having a shower, keeping her room tidy and emptying the bin. She follows it to the letter! Before moving to Lewis Gardens, this simply wouldn't have been something she'd have done independently.

She's also discovered a route she feels comfortable walking to the local gym and now goes a couple of times a week. When she lived at home, Erin needed lifts everywhere, so seeing her head off on foot with confidence is amazing.

Erin has even developed her own evening beauty routine. With support, she has a shower and then enjoys some pampering with face masks and skincare. The team have also supported her to have her nails done during a one-to-one outing with a support worker, which she absolutely loved.



The support team have been excellent in encouraging Erin to learn new daily living skills, from hanging her washing out to loading the dishwasher. She now helps with the big food shop too, choosing food and drinks and packing the bags. These might seem like small steps, but for Erin they represent huge progress.

As a family, we truly believe this has been the best move for her. And we're not the only ones who can see the difference – Erin's social worker recently shared, "Erin loves living there and is really happy."

For us, that says it all.



Tanglewood Mews transformed through major refurbishment

by Andrea Ellison, Head of Property

The transformation of our Tanglewood Mews supported living service in County Durham follows a £280,000 refurbishment that has made a meaningful difference to both the people we support and our team members.

We began the project in late August 2025, undertaking a full refurbishment of all four houses on site. By early 2026, the work was complete, revealing brighter, more accessible and welcoming environments throughout.



To make sure daily life could continue with minimal disruption, we carefully phased the refurbishment, completing one house at a time. This approach allowed each household to carry on with their routines while we made improvements around them.

This significant investment has revitalised communal areas and key functional spaces across Tanglewood Mews. We've installed four new fully fitted kitchens, including a dropped bench in the Maple Grove kitchen so wheelchair users can take part in cooking and meal preparation more easily. We've also created four new, modern laundry areas designed to support independence and everyday living.

Across the site, we've introduced new lighting to brighten shared spaces, laid new flooring to improve accessibility and comfort, and fully redecorated communal areas to create a more homely, uplifting feel. Where needed, we've also added new communal furniture to complete the transformation.

It was fantastic to see this project come together so successfully. Our contractors fed back that it was a pleasure working at Tanglewood alongside the team, which really reflects the positive atmosphere on site throughout the refurbishment.



Angelea Hutchison, Registered Manager at Tanglewood Mews, shared with me just how much this refurbishment meant not only to the people we support but also to the team.

Since the refurb staff morale has been boosted and the people we support love their new environments. I'm extremely proud of Tanglewood Mews and delighted with the refurbishment. The team and the people who live here took the disruption in their stride. We now have beautiful environments to live and work in - it's made such a difference.

While the supported living houses have now been fully updated, we're hopeful that the residential house, Olive Grove, will also benefit from refurbishment in the near future, completing the transformation of the entire site.

Adam's journey to Glebe Farm Close

by Kieran Money, Senior Assessment Practitioner

I've worked on many referrals during my time at Lifeways, but Adam's journey is one I won't forget. Spanning more than three and a half years, it's a real testament to patience, partnership working, and person-centred transition planning.

Adam had lived in the family home his entire life. After sadly losing both of his parents, his sister and her partner moved back in to provide support and stability. When Adam was first referred to us in February 2022, we explored a supported living option. However, after assessment and visiting the service, it was clear it wasn't the right fit. Adam was very open about wanting to remain at home.

An alternative service was also considered, but again Adam felt strongly about staying in the family property. The referral closed in January 2023 so the local authority could explore a support package within the home instead.

By April 2023, we were in detailed discussions about how that package could be delivered

safely. We worked closely with our Health & Safety team members to ensure the property would be suitable for us to deliver support, including clear guidance around compliance requirements such as gas safety certification. The local authority supported the family to progress these actions, and by early 2024 the work was nearing completion.

However, in March 2024, the commissioning direction changed and Adam was put forward for a vacancy at Glebe Farm Close. I knew this was a very difficult decision for Adam and his sister, so it was important to give them the time and space to come to terms with the decision. While staying in the family home would have been ideal, it became clear this wouldn't be practical long-term.

Adam began visiting the service several times a week in April 2024 and continued this for about 14 months. This gave him the time he needed to get to know the support team and build relationships with them. The team went out of their way to ensure his favourite food was available so he could feel at home and share meals that he enjoyed. We also met regularly with Adam's family in the service alongside social care professionals to ensure that they



were comfortable with what was being planned and to keep things moving forward.

What followed was one of the most gradual and thoughtful transitions I've been part of. Whilst Adam was visiting, there were many open conversations between family, operational colleagues and the local authority. Adam's family quite rightly didn't want to rush him, and there was still discussion about whether remaining at home could be viable.

In April 2025, with a new social worker in place, conversations became more focused. It was agreed that we needed to work towards a clear decision, as the transition had no defined endpoint.

Throughout this period, the housing provider showed exceptional patience and flexibility. Adam was encouraged to personalise his bedroom and was offered the opportunity to stay overnight before his tenancy began, helping him build confidence in his own time.

After many months of encouragement, Adam stayed overnight for the first time in late June 2025. It was a hugely positive experience and proved to be the turning point. Soon after, Adam confirmed he was happy to take the next step and he moved into Glebe Farm Close on 4 August 2025.

By the time Adam moved in, it didn't feel like somewhere new - it was a place where he already felt comfortable, familiar and supported. For me, this journey perfectly demonstrates how the right pace, strong partnership working and genuine patience can lead to sustainable, positive outcomes.

Current vacancies in the North East



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.



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 8 people

Kingdom House

Sheffield, South Yorkshire

Shared House

- ✓ Autism
- ✓ Learning disabilities
- ✓ Life-changing residential care

Kingdom House is a residential care service which supports eight residents across two four-bedroom self-contained units. It's a welcoming and stimulating home where people with complex care and support needs, including autism and learning disabilities, are supported to lead happy, independent lives.

Each bedroom has an en-suite wet room and there is also a dedicated sensory room. The main living accommodation is set across two levels, with accessible lift facilities. To the rear of the main property there is a converted barn providing additional daytime recreational facilities, while a spacious garden provides a pleasant place to relax when the weather is good.

Kingdom House is located in the residential area of Woodhouse Mill, which has a range of local amenities, including shops, cafes, pubs, Crystal Peaks Shopping Park, the beautiful Rother Valley Park and Shire Brook Valley Nature Reserve. Nearby Sheffield offers a wide range of attractions such as Museums, theatres, shopping centres, cinemas, art galleries and adventure centres.

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