



## Supported living in the East

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# Welcome to the first edition of Lifeways Links

The Lifeways newsletter for the East 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 region.

## Hear from Will

### Your local Community Engagement and Development Manager

Hi, I'm Will Osborne.

In my role, I've supported many people across the East of England to move into their new homes and 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 Osborne**

Community Engagement and Development Manager in the East.

**07842 601 888**

**Get in touch**

Meet our Enquiry, Referral and Assessment Manager

**Launa Hughes**





## Latest updates from your region

### How we reduced our use of agencies by 80% - and boosted our support

To ensure the highest possible quality of support, it's vital we ensure continuity of support.

So that the individuals we support receive the most consistent support possible, we've cut our use of support hours delivered by agencies by 80% from the East region, in the period measured from August 2019-2020.

We've been able reduce support hours delivered by agencies by taking these following steps:

- Recruiting for larger Support Teams – aiming to cover 110% of hours of support needed
- Tracking more closely agency usage when it's been needed
- Ensuring our support teams only work safe and sustainable levels of overtime.



**Simon Grace**  
Business Support Manager  
for the East region

Since then, we've cut support hours delivered by agency staff even further.

"We're reducing support hours delivered by agencies first and foremost for the benefit of people we support," says Simon Grace, Business Support Manager for the East region.

Simon added that the aim is to use no support from agencies at all. "We aren't just going to make do with what we've currently achieved."

# Meet Julie Douglas, an Area Manager and Autism Lead for the East region!

Julie, who's new to Lifeways, is an expert in supporting people who live with autism, and has worked around the Cambridge area for the last decade. By joining our East region team at Lifeways, we've been able to tap into Julie's wealth of expertise and skills.



**"I love being in a position where I have the ability to make changes to benefit the people we support, the company and our Support Teams,"** says Julie.

**"It's great being part of a wider team which has a vast knowledge base that can be utilised to enhance the lives of the people we support,"** she adds. **"I hope to really make positive long-lasting differences for the people we support at Lifeways."**

## 'Kind, caring, and responsive'

The three words people we support – and their families – used to describe Lifeways in 2020.

**Our 2019-2020 satisfaction survey results are in! People we support across the UK say they're happy with the support they receive and find the teams they work with to be kind, caring and responsive.**

According to Lifeways' annual satisfaction survey for 2019-2020, 95% of people we support – up from 80% in the 2018 survey – who were surveyed said they felt:

- Involved with planning their support
- Listened to
- Supported to stay healthy and well
- And that the support received met their needs

In addition, families and guardians of the people Lifeways support across the UK said the best thing about what we provide is our focus on promoting independence and person-centred support.

What a person we support in the East said about us:

**"Staff help me live a better lifestyle"**

What a family member in the East said about us:

**"It is individualised to each person, including what they enjoy doing"**

[Read more](#)

# Hear from the people we support

## ‘He’s like a gentle giant’: Ashley’s story

**Ashley, who’s in his sixties and lives with a learning disability, grew up in care services and spent much of his adult life in institutions.**

Ashley had previously been living at a hospital and lived with lots of people – so moving from a secure setting to supported living service was quite a change.

Then, 16 years ago, Ashley moved to a supported living service in Essex run by Living Ambitions, which has been part of the Lifeways group since 2016.

Ashley is a tall and energetic man. He’s inquisitive and is sometimes described as having a big personality. His inquisitive nature led to him having a negative reputation as being loud and threatening. He would at times get into trouble, such as when he would break into the cars of the Support Team.

### High risk

That’s why some professionals felt there was a high risk for Ashley when he moved into the community.



**Ashley and his friend Peter, with a member of the Support Team**

### So how did we work to help meet Ashley’s needs?

By using person-centred approaches, the Support Team started to understand what was important to Ashley. For example, they knew he loved cars, and we challenged his energy into a meaningful activity and introduced him to Go Karting. He loved it.

Ashley’s Support Team tapped into his inquisitive nature, by offering him lots of new activities and opportunities. The team found that he loved golf and this became an integral part of his Positive Behaviour Support plan.

Before the pandemic, when Ashley felt frustrated, he liked nothing better than taking himself to the driving range and in his words, “whacking a few balls”.

Ashley’s now developed golf as self-coping skill technique to manage his feelings.

### His own pace

“He’s a lovely guy, like a gentle giant,” says Mel, the Support Worker.

“Where he lives now, unlike at the institutions he grew up in, he takes things at his own pace,” adds Mel. “He takes the lead – and if he wants to do something, he does it. His quality of life is much better since he moved here.”

Roger, who lives at our Barleycombe Residential service in Colchester, Essex, loves gardening. He recently planted some onions, and as you can see, they've been growing well!



**Want to learn more about new ways of working in the care sector?**

Stay tuned for dates on our Spring webinar

## Supported living vacancies in the East

### Rectory Drive March, Cambridgeshire

This five-bedroom detached bungalow has an open-plan kitchen and dining room, a living room, a laundry room, and three communal bathrooms - they are all wet room-style, while one also has a bath.

Rectory Drive provides support for adults with learning disabilities, autism, physical disabilities or acquired brain injuries.

[Full details](#)





## Claridge Court

Wellingborough, Northamptonshire

The property has 16 spacious self-contained one-bedroom apartments, each with an open-plan kitchen and living room, and a wet room-style bathroom. Outside there is an accessible garden for people to use when the weather is good.

The people we support here are aged between 23 and 65 and live with learning disabilities, autism or mental health conditions.

[Full details](#)



## Haddon Court

Hampton, Cambridgeshire

Haddon Court has 12 one-bedroom apartments, each with a kitchen, a living room, and a bathroom. Outside there is an accessible garden for spending time outdoors when the weather is good. Four of the ground floor apartments have private patio doors leading onto this space.

Haddon Court offers support for adults with learning disabilities, autism, physical disabilities or mental health conditions.

[Full details](#)



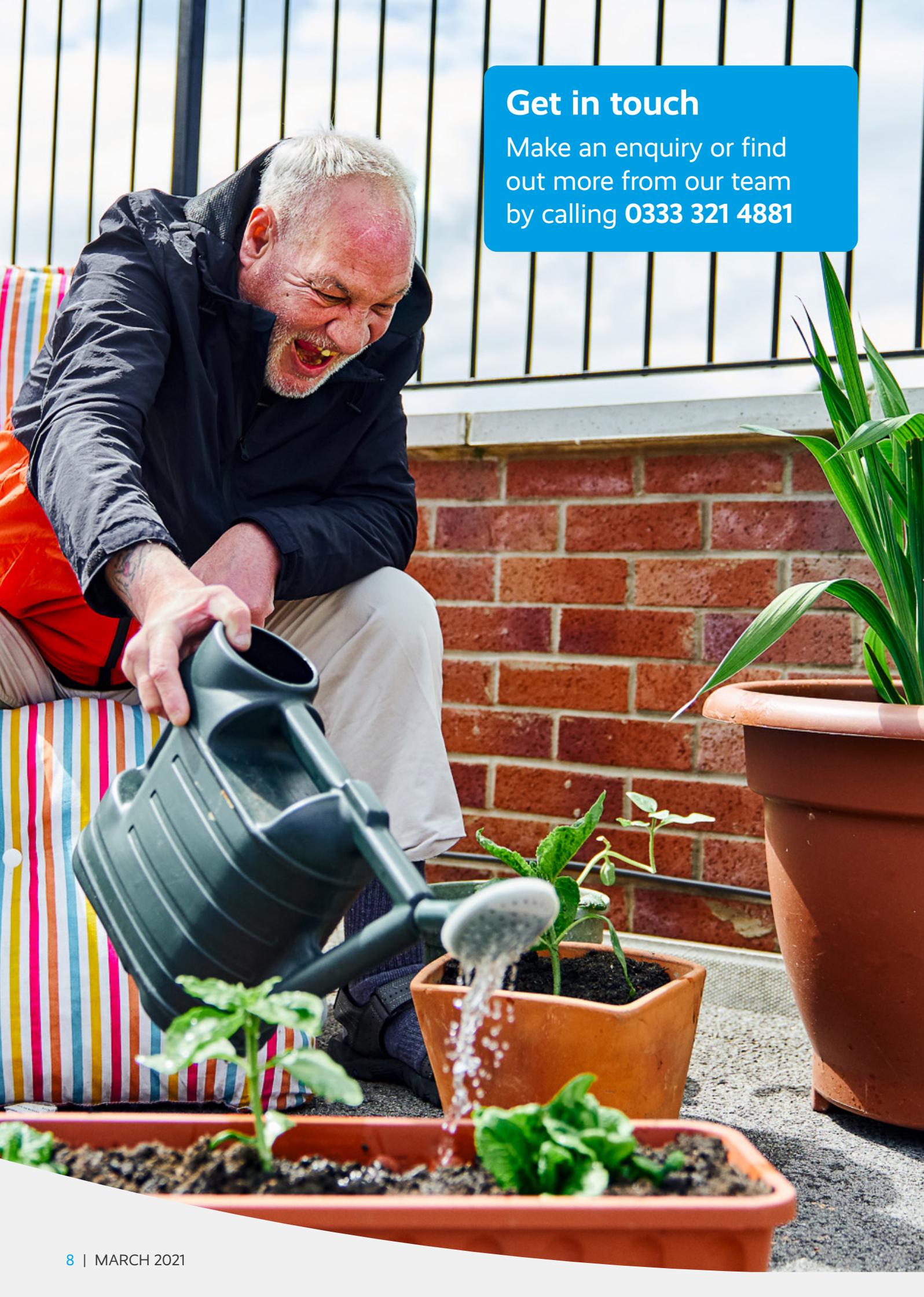
## Alexandra Road

Barnet, London

Alexandra Road has eight one-bedroom apartments, each with an open-plan kitchen and living room, and a wet room-style bathroom. There is also a communal area for people to socialise, and an accessible garden with a BBQ for spending time outdoors.

Alexandra Road provides life-changing support for adults with learning disabilities, physical disabilities, acquired brain injuries or mental health conditions.

[Full details](#)

A photograph of an older man with white hair and a beard, wearing a dark jacket and light-colored trousers, kneeling on a balcony. He is smiling and watering several potted plants with a green watering can. The balcony has a brick wall and a metal railing. A large blue text box is overlaid on the top right of the image.

## Get in touch

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

# 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](mailto:referrals@lifeways.co.uk)

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 **lifeways**  
yes to you