



Living and thriving with a disability

Kyle was diagnosed with cerebral palsy and a learning disability but has never let his diagnosis be an obstacle in achieving what he is passionate about.

Page 3



Making it through a pandemic together

Great stories of staff and the people we support working together to keep everyone safe and happy.

Page 12

Celebrating the achievements of the people we support

Yes to you – a new look for Lifeways



Earlier this year Lifeways undertook extensive research with social workers, commissioners, colleagues, the people we support and their families to ensure that our messaging and our branding was relevant and mattered to our stakeholders. As a result of this we have developed a new brand commitment – ‘Yes to You’, which you will see on our leaflets, brochures and on our new website which has just been launched. By saying ‘Yes to you’ or ‘Yes to ambition’ or ‘Yes to friendships’ we want to show the people we support, that at Lifeways we make all these things possible.

During our research we developed our five key reasons to choose Lifeways:

- **Yes to stability.**

Our stability speaks for itself. Since 1995 we’ve grown to become the UK’s largest provider of supported living for adults. So when you’re comparing providers, it’s good to know that our steadfast support is founded on over 25 years’ of proven outcomes.

- **Yes to reassurance.**

Our size brings reassurance. It allows us to invest in our people and services. And it’s the reason we’ve been able to open 900 new apartments in 65 communities since 2015. Everyone deserves unique support in a home they’ll feel proud of - and that’s exactly what we provide.

- **Yes to local.**

Our hearts are in our local communities. We’re proud to support people in more than 1,000 locations across the UK. But we’re even more proud that every service is run by trusted local teams, each providing neighbourly support that feels close to home.

- **Yes to relationships.**

Our people make all the difference. So we make sure everyone is valued and all of our support workers achieve the Care Certificate qualification. Over a quarter of our team have been with us for over five years and some have even been with us from the very beginning, helping to create rewarding relationships, improved outcomes and excellent continuity of care.

- **Yes to quality.**

Our purpose is to improve lives. It’s as simple as that. We help almost 5,000 people to live with hope and independence, with every member of our team sharing the same commitment to quality in everything we do. We hire the best in the sector into our highly skilled and dedicated Quality team, who work to ensure our CQC ratings are something we can be proud of.

Meet the editorial team



Anthony



Kevin



Sharon



Amanda



Steven K



Dennis



Colin

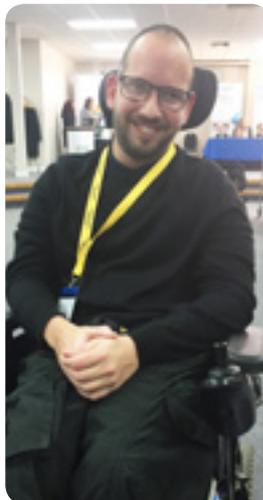


Steven H

Kyle speaks out!

Written by Kyle

My name is Kyle and I live in Liverpool. I was diagnosed with cerebral palsy and a learning disability, but I have never allowed my disability to stop me from doing the things I am passionate about. I do a lot of voluntary work at the Alder Hey Children's Hospital and I am also part of the Treat Me Well Campaign. The campaign aims to address health inequalities in the NHS and ensure that people with learning disabilities have a better experience.



Last year I was given the opportunity to speak to MPs at the Houses of Parliament on the subject of making learning disability training part of the mandatory training in all hospitals, and I am proud to say this has now been achieved.

In March this year I presented at the Learning Disabilities and Autism: Improving Care Conference in Manchester. I spoke about the Treat Me Well Campaign and its positive impact on changing Government and Healthcare Policy. I was very nervous but very honoured to have been asked.

Speaking at the conference was an amazing experience and something I am very proud to have been a part of, but one of my proudest achievements was moving away from home. I missed my mum and dad at first but I have learnt to make my own decisions and with the help and support from the Lifeways team I am living an independent life.

Sharon's animal feeders

Written by Sharon

My name is Sharon and I have recently decided to start making animal feeders. We have a lot of wildlife in our garden so I thought this would be handy. I looked around our house for items that I could use. As a start, I collected the middle of some toilet rolls, peanut butter, old picnic tubs, bird seeds, sponges and garden string. Then, I made sugar water solution, which was 1 spoon of water added to 2 spoons of sugar – butterflies and bees really enjoy this.



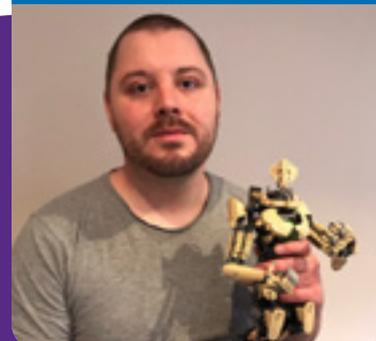
I warmed the peanut butter in the microwave for 30 seconds then used a brush to paint it all over the toilet roll tube. I then covered it with bird seeds and left it to dry a little. While this was drying, with the help of my housemate, we decorated the plastic tubs and put a hole in either side to attach some string. We glued a sponge to the bottom and left it dry. We then added some of the sugar water solution and the butterfly and bee feeders were complete. Once the seeds were stuck on, we threaded some string through the middle, tied them and placed them in garden.

Josh's LEGO creations

Written by Josh

My name is Josh, and I live in Wroxham. My biggest hobby is creating my own custom LEGO creations, especially bionicle - a line of construction toys.

I post my creations on social media, mainly Instagram and I get a lot of support from Biogram - an online community for bionicle LEGO creations. My most recent creation was a Star Wars General Grievous which I made for May the 4th. I'm very proud of the amount of impressions and positive feedback I received when I posted this. I like to keep myself busy discovering and learning new techniques on how to build various models. I find it very rewarding when I see a completed model and all the positive feedback I receive online.



Sarah's brave recovery

Written by Sarah

My name is Sarah and I live in Melton. In 2018 I was diagnosed with breast cancer and I had to get a mastectomy. The surgery was a success and I returned home to recover.

During my recovery period, my support team helped me every step of the way. They helped me with my daily physio and taught me to do daily tasks such as cooking and cleaning which has helped me to become more independent.

I am now working 2 days a week at Gloucester House which is a day centre and 1 day a week at Rainbows, a charity shop in Melton. As well as my part time job, I take part in a lot of activities around the local community. My independence has massively improved, even more than before my operation and thanks to my support team I am now able to cook my own meals with very little help. My support team have given me so much encouragement which has allowed me to live my life to the fullest. I have recently been asked to give a speech about my experience with cancer at one of my local groups and I am looking forward to it. I hope my experience will help and encourage other people.



Charles' Crazy Crafts

Written by Charles

My name is Charles and I live on my own. Whilst I'm able to get a lot of things done by myself, I do require some assistance with other things. My support team are always there when I need them ready to help me. I am unable to speak but maybe this is a good thing because with the help of my tutors I have learnt how to spell.

As we all do, I experience some ups and downs in life but I try to not stay down and I'm usually happy. When I first heard about lockdown, I was a little worried, I wondered if I would be able to remain calm and if any of my loved ones would have to go to the hospital. With the help of my support team, I managed to stay calm and I'm still in good health.

One of the hardest things about lockdown has been not being able to go to the places I enjoy attending but having hobbies has saved me from boredom. I have started making crafts and selling them. The more I sell, the more I'm motivated to keep making more. I really enjoyed making decorations for VE day and I'm planning to make more handmade goods for people to celebrate with once the lockdown restrictions have been fully lifted. I have created a Facebook page 'Crazy Crafts', you can check it out and decorate your house with some of my lovely bunting.



Ben's transition

Meet Ben, he was one of the first residents to move into The Haven in 2018. As with any transition, Ben had to navigate a new environment with new faces and a completely different support team. This was a daunting process for Ben and led to some challenging behaviour. In order to make him feel safe, it was essential to have two support staff to ensure Ben's needs could be met. His support team created a person-centred structured routine and Ben is now settled in his new home.



Ben is now beginning to trust his support team and has new found confidence. His support team at The Haven enjoy working with him and have built a great working relationship based on trust and understanding. Ben's key worker, Richard commented, "I find Ben endearing, interesting and a pleasure to be around. When I first started working with Ben his quality of life was limited due to his needs being misunderstood. It was new to us but once we were fluent in his methods of communication and body language subtleties, this led to an increase in opportunities to explore.

I found that humour works well with Ben and he enjoys this way of communication.

Ben loves dance, music and will spend hours searching, writing and sharing his childhood memories with staff. Ben expressed that he would like to go to Thorpe Park and soon showed us how much of a thrill seeker he is. This type of activity would have been of high risk when he first came to the service, but it is a goal he has now achieved".



Ben's parents expressed how pleased they are with his progress at The Haven. "We are more than happy with Benjamin's progress at The Haven. We are very proud of how he has coped and managed with all the changes he has had to deal with in a new environment which was not easy at the beginning understandably. He has made new friends, is able to trust staff and is very fond of Richard - it's obvious they both enjoy each other's company. We call weekly for updates, we get lots of photos and do video calls; staff are very helpful and friendly. He is able to do much more in the community at The Haven than he would have done at home. The main thing for us though is that he seems very happy and that makes us happy too".

George receives Leicester City Council achievement award nomination

Meet George, one of the people we support at our Barwell service in Leicester.

George has recently transitioned from children's services and is now receiving support as part of his transition into adult services. He has gone from living at home with his parents and attending a nearby school to moving into one of our services in Leicester. The transition period can be challenging but George has adjusted incredibly well to the changes and has become more independent. His pathway worker has nominated him for a Leicester City Council achievement award. George's pathway worker commended him on how well he is coping with the big changes life has thrown at him over the last few years.



Andrew's long service

Meet Andrew, he has been working at a local McDonalds since 2004. He works 2 days a week and is responsible for the general up keep of the restaurant as well as working in the deliveries department. To celebrate his long service, Andrew was awarded gift vouchers worth £350.00.

"I have worked at McDonalds for the last 16 years and I enjoy every minute of it. I get to meet a lot of different people and it gives me something to look forward to every week. I have had a lot of people telling me how proud they are of me and receiving the vouchers really meant a lot me, to know that everyone sees and appreciates what I am doing makes me very happy", Andrew shared.

With his vouchers, Andrew hopes to buy the new state of the art Ghostbusters proton pack for his Halloween costume, as this is Andrew's favourite time of year.



Celebrating Autism Awareness Week

There are over 700,000 people living with autism in the UK. At Lifeways, we support many individuals with this diagnosis who are all unique and see the world in different ways. In May we celebrated Autism Awareness Week by launching a 'Life through the lens' campaign. The campaign was aimed at the people we support; they were asked to design or customise a pair of glasses illustrating their own personality or how they see the world. The glasses were intended to represent how individuals see things in different ways.

The people we support were excited to take part in the campaign and just look at some of the creative designs they came up with:



Living with autism

As part of Autism Awareness Week we spoke to David, one of the people we support. David was diagnosed with autism and has been receiving support from Lifeways for several years. He has become very independent and only receives support to maintain his tenancy and wellbeing. We asked David to give us an insight into what it's like to live with autism.

In his own words...

How would you describe autism?

Autism is interpreted individually by each person who is diagnosed with the condition, and their families, partners, kids, and pals. Such a complex condition affects each individual in both negative and positive ways, making them vulnerable in some areas, but perhaps making them stronger in other areas.

What are your hobbies and interests?

I have a passion for photographing and filming old steam trains, classic cars, WW2 aircraft, airliners and architecture. My favourite location is the Imperial War Museum at Duxford near Cambridge. I've fulfilled my ambition of sitting in the cockpit of an actual Spitfire. In my dad's shed at his home is our model railway, a hobby I enjoy when I'm not busy doing Tenant Involvement work for my landlord, or similar activities at Lifeways.

What's your proudest achievement?

A tough one - over the last 10 to 15 years I've been increasingly involved with my landlord, Progress Housing in their Scrutiny Panel - a group which scrutinises all aspects of the company's operations, from maintenance to dealing with anti-social behaviour. I am also involved with my support provider, Lifeways, in developing and improving the services that our tenants receive - by helping to interview prospective new support workers. In 2018 Progress Housing won the local and national Tenant Participation Advisory Service awards for tenant involvement, and I was at both ceremonies! Despite our successes the Progress Housing team has never been the sort to "rest and be thankful" as there's no room to be complacent in this changing environment.

What's your advice for anyone living with autism?

If you want to be accepted in society and to be successful, you won't do it by sitting at home all day feeling sorry for yourself. There is an increasing level of support out there, and when you overcome the barrier of self-doubt, you shouldn't feel any shame or stigma in seeking help and support to make a success of your life. People with autism should have the chance to make valuable contributions to society just like everyone else, and if you need a little help to do that, there is no shame in admitting that you need help.

Celebrations galore at Whitwood Hall!

Celebrating Dignity Day

Dignity day is a chance to celebrate people's rights to dignity. It aims to ensure that people who use care and support services are treated with the highest level of dignity by ensuring they are given choice, control and a sense of purpose in their lives.

Whitwood Hall were delighted to have been awarded the 'Dignity in Care' award in 2019 and this was a catalyst for the theme of the month in February. The team decided to throw a dignity party which was held at The Nash Club in Castleford. All the people we support who were in attendance enjoyed a night full of music and some even put their signing voices to the test with some karaoke. All the staff members signed up to be dignity champions through the 'Dignity in Care' website and they all received certificates.



Celebrating International Wildlife Week

In April we celebrated International Wildlife week by taking a trip to a safari park.

We split up the people we support into two groups. One group enjoyed a day out at Knowsley Safari Park and were delighted to see lions, rhinos, baboons, camels and many more favourites. The other group opted to go to Yorkshire Wildlife Park and saw giraffes, baboons and polar bears, leading to smiles all round.



Celebrating National Plant a Flower Day

With over 400,000 flowering plant species in the world, planting flowers can be a rewarding and educational experience.

The people we support at Whitwood Hall celebrated National Plant a Flower day in March by planting new flowers in the garden to brighten up their home.



Celebrating Scottish Learning Disability Week at Loch Park

In line with the 'my environment, my planet' theme, the people we support at Loch Park celebrated Learning Disability Week in May by planting flowers, painting flower barrels and making hanging baskets.

The support team at Loch Park have been teaching some of the people we support how to use the ride-on-mower to help maintain the centre.



Quiz

1. What is the only bird that can hover in the air and also fly backwards?
2. Which city is said to have been founded by Romulus and Remus?
3. On which day are British elections held?
4. In Spain what is the word for an afternoon nap?
5. What name can be a lettuce or a mass of floating frozen water?
6. Which city in the world has the largest population?
7. What does an arctophile collect?
8. What is the body of a penguin covered with?
9. How many minutes are in five hours?
10. Which swimming stroke is named after an insect?

Riddles

1. What has hands, but can't clap?
2. What has a head and a tail but no body?
3. What has many teeth, but can't bite?
4. What is so fragile that saying its name breaks it?
5. If you drop me I'm sure to crack, but give me a smile and I'll always smile back. What am I?
6. The more you take, the more you leave behind. What are they?
7. People make me, save me, change me, raise me. What am I?
8. What is the end of everything?
9. Where does one wall meet the other wall?
10. What word is pronounced the same if you take away four of its five letters?

Lifeways partnership helped create emergency accommodation during COVID-19 pandemic



Earlier this year, Lifeways was looking forward to opening the doors on Barber Gardens - a brand new 18 apartment development designed to provide homes and support for people with learning disabilities and autism in Chatteris. However, with the opening delayed due to the COVID-19 outbreak, and the need to free up hospital beds, we opened discussions with Cambridgeshire County Council to help alleviate the pressure on the NHS.

In less than 3 weeks, we worked together with the owners to transform Barber Gardens into emergency accommodation for vulnerable people during the pandemic.

The accommodation offered a real lifeline for vulnerable people who otherwise might have remained in hospital occupying urgently needed hospital beds, or for anyone requiring support and living with parents in a high risk category who needed to be shielded.

The Lifeways team worked closely with the local care management teams to ensure a smooth admission process into the service, and the first person, a young man with autism, moved in on Monday 20th April.

Justin Tydeman, CEO of Lifeways, commented "This is a great example of how partnership working can bring about positive change in times of need. I'm incredibly proud of all our teams who have pulled together and made this resource available so quickly. We are proud to help support and shield individuals at Barber Gardens, while helping to ease the current pressure on the NHS."

Will Osborne, Community Engagement and Development Manager for Lifeways, added "We realised that we had a fantastic facility lying idle and we wanted to take the opportunity to help where we could in the fight against COVID-19. It is remarkable that through strong partnership working between Cambridgeshire County Council and Lifeways, we have managed to create such an important facility in such a short space of time. We are very proud of our Operations Team who have done the work on the ground to make this happen."

Will Patten, Service Director for Commissioning at Cambridgeshire County Council commented, "Everyone involved in this has been magnificent, and I want to thank Lifeways, Inclusion CIC, Triple Point and my Council colleagues for the quick thinking and hard work that has taken place to make this happen. By acting quickly and collaboratively, we have created a facility that will support vulnerable adults and free up NHS beds at a time when they are most in need."



Making it through a pandemic together

With the COVID-19 pandemic taking the UK into lockdown at the end of May, we've all had to change the way we live our lives. During this unprecedented time, the Lifeways support team and the people we support have gone above and beyond to help each other. Here's what we've been up to during lockdown.

The drive-thru McDonalds!

In Sheffield, the people we support were missing their weekly trip to McDonalds and their support team recreated a 'drive thru' McDonalds for them to enjoy.



A 'thank you' tree

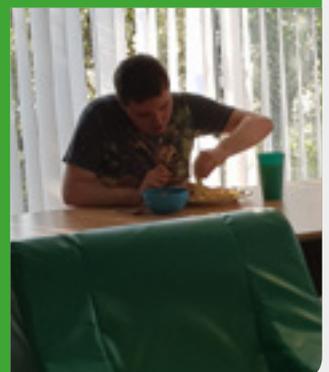
At Carlton Gardens, the people we support made a thank you tree with personalised thank you messages for all their support team.



Recreating a McDonalds restaurant

In Leamington Spa, staff recreated a McDonalds restaurant to cater to a person we support who was struggling to deal with the change in his routine due to the lockdown. Daniel has lived at Burgess Care for five years, and every Friday has gone to his local McDonald's.

Daniel has to travel via a strict route, he must leave Burgess Care at 4:30pm and go to the restaurant. If for any reason his routine is changed, he becomes very anxious and distressed. The lockdown meant that Daniel had to change his routine. With the use of visual aids, Daniel's support team spoke to him about COVID-19 and the disruptions this has caused. They reassured him that he could still have a burger at Burgess Care - staff purchased burgers, microwavable fries, which looked similar to the McDonald's packaging, to ensure Daniel could still follow his routine. Daniel accepted the change to his routine when he saw all the efforts his support team had gone to just for him.





Opening a tuck-shop

In Suffolk, the people we support were missing their weekly trips to the local shops to buy their own snacks and treats. So together with their support team at Barleycombe, they converted their old summer house into a tuck shop, painting it inside and out.

With tea and coffee making facilities and tables and chairs outside, the Barleycombe tuck shop is now open so people can pick up treats whenever they want.

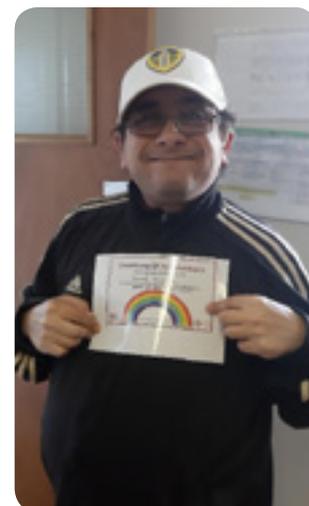


Painting rainbows



At The Barn, the support team wanted to do something that would bring a smile to everyone's faces and launched an art project.

The people we support painted a rainbow which they thoroughly enjoyed creating and said they found the project very therapeutic. Everyone received a certificate of achievement for staying home and keeping themselves safe.



Costa in the garden

In Glossop, the people we support, Laura and Shirley were used to going to their local Costa for a cuppa and a chat. With Costa closed, their support team were able to recreate a Costa in their garden, which the ladies can now enjoy whenever they want.

Shirley said, "I am very happy that I can still have my hot chocolate".

Green fingers galore!

At Keys Hill Park, the people we support, Trevor and Phillip love their patio garden and enjoy keeping it colourful and tidy. During lockdown, with the help of their support team, they took on some planting.

At Albert Road, with the help of his support team, Martyn has built a greenhouse. He planted flowers, tomatoes and strawberries.



Building a 'bug hotel'

In Avonridge, Alistair built a 'bug hotel' in the garden.

Alistair said, "I think it's very important for people to understand the need to protect wildlife - that's why I've built the bug hotel. I hope people seeing this will consider doing something similar to protect insects".



Ice cream for everyone

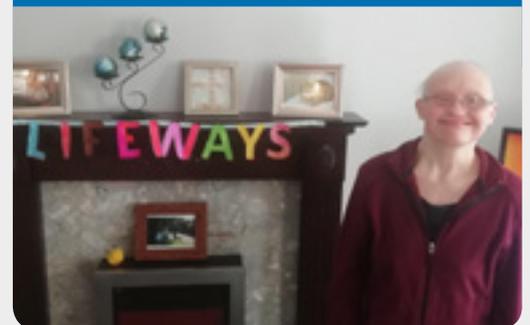
With lockdown restrictions easing, the support team at Whitwood Hall decided to treat the people we support by arranging for an ice cream truck to visit.

Maintaining the 2-metre social distancing rule, the people we support and their support team came out to the car park and chose their favourite ice cream. Everyone enjoyed their ice creams and lollies together in their homes.



The Lifeways banner

Amanda loves arts and crafts. With some of her spare time during lockdown she created a Lifeways banner and put it up in the front room at her house.



Learning new skills

In Avonridge, Graham has spent his time in lockdown learning how to cook. He starts his day by making his own breakfast which usually is scrambled eggs. Graham has a sweet tooth and enjoys cooking various desserts such as churros, cakes and trifles.



Steven's happy cake recipe

Written by Steven H

Ingredients

8oz of margarine
8oz of caster sugar
8oz of self-raising flour
3 medium eggs
Double cream
Icing sugar
Food colouring
Jam

Method

Step one: Mix the caster sugar and margarine together until it's light and fluffy

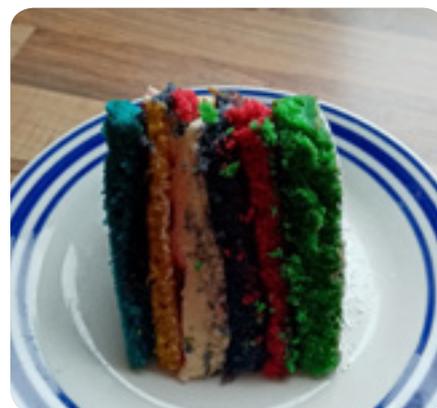
Step two:

Add the eggs (one at a time) and the flour into the mixture

Step three: Add small amounts of the mixture into a dish and add food colouring (I used 5 different colours but you can use whatever you like)

Step four: Put the mixture in cake tins and put in the oven to bake for 8 minutes (Gas mark 6 or 180°C in a fan oven)

Step five: Let the cakes cool for 5 minutes then stack them up using jam and whipped up double cream. You can also add your favourite things inside your cake, I used icing sugar



Quiz answers

1. Hummingbird
2. Rome
3. Thursday
4. Siesta
5. Iceberg
6. Tokyo
7. Teddy bears
8. Feathers
9. 300
10. Butterfly

Riddle answers

1. A clock
2. A coin
3. A comb
4. Silence
5. A mirror
6. Footsteps
7. Money
8. The letter "g"
9. On the corner
10. Queue

We want to hear from you! If you would like something to appear in the next edition of Lifelines, please contact our Marketing Team.

marketing@lifeways.co.uk

-  Lifeways Group
-  @LifewaysGroup
-  Lifeways Group
-  Lifeways Group

lifeways.co.uk

lifeways
yes to you