

inclusion

Personalised support *for an independent life*

Talented Tia Scoops Top prize!

A star-studded show of gifted residents at this year's L&Q Living's Got Talent event.



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the electronic copy





L&Q Living's Got Talent

Young mum Tia Scott was crowned L&Q Living's Got Talent winner at this year's annual event, which was held, for the first time, in the north at Trafford's Limelight.

The judges were hard pressed to pick a winner from all the fantastic performances, but the trophy and prize money went to the 23-year-old, who received a standing ovation from a stunned audience after performing her own song.

"I am always singing, I have been ever since I was little," said Tia, who lives at our Railway Meadow Young Parents Scheme in Essex with her nine-month-old son, Grayson. "I was encouraged to audition for this event, but I didn't expect to win it! The whole trip was amazing, I loved Manchester. I am so grateful to L&Q Living, it was a great experience."



L&Q Living's Got Talent 2023 winner

Tia Scott

A huge well done to all our finalists:

Limelight Choir

Mandy – Fiona Gardens

Paul – Leverette Close

Helen – Lyngarth House

Gilmore Group – Marfield Court

Sidney – Dave Ramsey House







Values
Awards



Value Awards

As part of the celebration event in Trafford, the L&Q Living Values Awards were also presented – to one staff member and one resident – who over the past year have gone above and beyond in bringing about positive impact, as nominated and voted by colleagues.

The two award winners were Denise Clarke from Fiona Gardens, and Teresa McCaffrey from Newhaven.





Resident Diaries

Spooky goes-on across our L&Q Living schemes this Halloween.

Residents from Clyne Court, Manor Court and Violet Court discovered their dark side, from cackles of witches to devilish ghosts, our residents celebrated the spookiest festival in the calendar in style!



McMillan Coffee Morning

Kind-hearted Residents' Group at Gainsfield Court raised close to £500 selling Bake Off worthy cakes for McMillan charity. Well done!



Birthday celebrations

Shirley, our wonderful Fiona Gardens resident, celebrated 90 laps around the sun recently.

Her two granddaughters and great grandson joined her for a coffee morning to celebrate her special day.



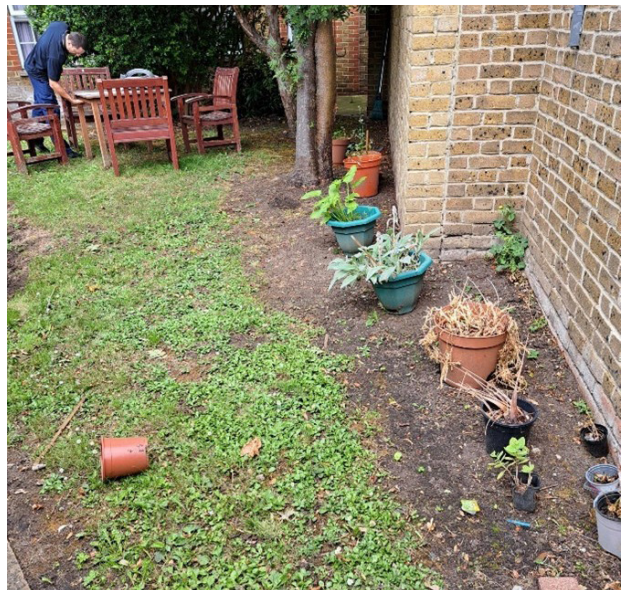
Happy birthday also goes to our lovely Jean, of Fiona Gardens, who celebrated her 92nd birthday this month!



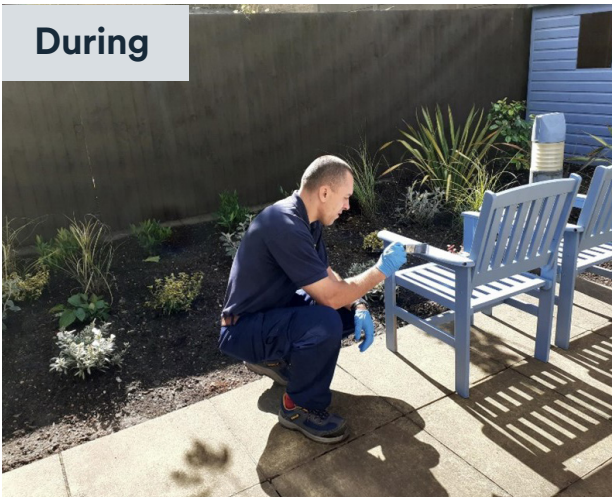
Helena Road gets a garden makeover

Residents and staff teamed up to carry out a full transformation of their outdoor communal space with much welcomed volunteer support from our Handyman and Relief Caretaking Service teams.

Before



During



Helena Road gets a garden makeover

During



After



London Transport Museum trip

Evelyn Road enjoyed a trip to the London Transport Museum in Covent Garden earlier this month. They enjoyed learning about the history of domestic travel across the capital and beyond.



"Having a pendant watch has made me feel very safe and reassured"

These are the words of L&Q Living's Alert and Response customer, Vera Clarke. The 85 year-old, a keen hobbyist, lives at our Newhaven scheme.

Unfortunately, she had a nasty fall earlier this year and needed hospital treatment. "I fell and split my ear open and needed several stitches," said Vera.

"Thankfully, as I was wearing my alarm watch, I was able to press for help very quickly. Having the watch has made me feel very safe and reassured. I'm very pleased to have it."

While Vera has chosen a watch alarm as her preferred choice, our Alert and Response service has plenty of product options available, including popular discreet pendant alarms worn around the neck.

Our Alert and Response service is designed to offer your peace of mind while respecting and supporting your independence. It's an affordable service that can be there for you or your loved one, 24 hours a day, seven days a week, through specialised equipment linked to our in-house control centre.

Call us today on **0300 777 777** to speak to a member of our team or request our brochure to view our full product range.



L&Q Living annual charity football tournament

L&Q residents, colleagues and partners came together for the much-anticipated annual charity football tournament. The event, held at West Ham United Community Foundation stadium last week, is organised by L&Q Living to raise money for Minds Matter FC – a team made up of L&Q residents with mental health needs.

This year, the tournament raised a staggering £7,700 for the club, the funds will go towards new equipment, pitch fees, league registration and travel. The tournament attracted eleven corporate teams, making it the largest event to date, with Martin Arnold football team taking home this year's much coveted trophy.

Angie Hooper, Chair of Minds Matter FC and New Business Director at L&Q, said: "I am so grateful to our sponsors who return year after year to support our Minds Matter football team. This year's tournament attracted eleven corporate teams and is the biggest yet, raising a grand total of £7,700. Congrats to our winners Martin Arnold and I hope to see you all again next year!"



Get Involved

Customer satisfaction panel

Could you help us shape our services?

We are looking for L&Q Living customers to join our new customer satisfaction panel who will meet quarterly with L&Q Living's senior management team to:

- Review policy and procedures
- Carry out mystery shopping exercises
- Work with senior management to monitor our quality standards and key performance indicators
- Review health and safety standards.

If you think you have what it takes to help us deliver a better service, we want to hear from you.

To join the panel, you just need to be passionate about customer service and the ability to speak up and advocate on behalf of other customers.

The panel will meet four times a year, transport and lunch will be provided. If you are interested in this exciting opportunity, please complete the section below and return to: inclusion@lqgroup.org.uk



Receive up to **£100** in gift vouchers for participating in meetings (£25 per session).



I am interested in becoming a customer satisfaction panel member.

I believe I am suitable because...

Name: _____

Address: _____

Lets Celebrate

Know someone who is turning 100 this year?

We would love to hear from you if you know a resident within L&Q Living who will be celebrating their 100th birthday this year.

Get in touch with your Housing Officer or email us at inclusion@lqgroup.org.uk, and hopefully we can celebrate the joyous occasion together with a small grant for flowers and cake.



Did you know

Some of our schemes have their own quarterly newsletter! For your free copy please contact the below individuals...

Havering Schemes

 Elaine Parkin

 elaine.parkin@lq-living.co.uk

Tolpuddle House and Railway Meadow

 Alyson Nugent/Chrissie O'hanlon

 alyson.nugent@lq-living.co.uk

Grove Farm

 Shabanaz Begum

 Shabanaz.begum@lq-living.co.uk

Coxley House

 Shabanaz Begum

 Shabanaz.begum@lq-living.co.uk



Coming soon!

L&Q Living Values Awards
on January 19th!

A clear glass award trophy with a star-shaped top and a rectangular base. The trophy is engraved with the text "L&Q LIVING", "L&Q Living Values Award", and "Teresa McCaffrey".

L&Q
LIVING
L&Q Living Values
Award
Teresa McCaffrey

Just for fun

Think you're a super word sleuth? Have a go at our L&Q Living word search! Or try Sudoku if numbers are more your thing.

E	D	T	N	E	L	A	T	H	C	U	B	U	H	W	F	W	J	S	N
F	G	A	D	S	N	P	Y	G	V	Y	N	Y	J	Y	D	R	K	V	O
D	R	S	R	G	D	A	S	F	B	T	D	T	N	M	U	T	U	A	I
F	A	F	T	Z	B	A	E	D	N	R	E	N	O	V	A	T	E	L	T
X	N	G	D	F	N	U	D	S	V	E	J	E	W	S	B	S	H	U	C
C	T	G	R	Y	T	Y	W	A	D	B	K	F	R	B	N	V	G	E	A
X	S	H	O	R	J	T	Q	N	F	L	X	C	G	C	S	H	D	S	F
H	F	J	F	G	F	R	U	M	J	K	D	C	S	D	D	G	X	W	S
Y	H	K	F	F	G	E	F	U	S	J	G	K	I	U	F	D	M	D	I
Z	B	D	A	X	Y	W	R	E	F	H	D	J	N	Y	G	N	B	S	T
D	C	X	R	K	G	K	R	S	X	G	F	G	G	T	J	C	Y	F	A
B	E	C	T	J	H	J	B	U	S	D	U	D	I	R	K	Z	R	F	S
Q	U	B	F	O	K	H	A	M	F	C	F	U	N	D	R	A	I	S	E
N	W	N	K	F	O	G	S	U	E	V	J	V	G	G	E	X	U	S	F
V	Z	R	H	D	U	F	A	Y	R	N	K	B	Z	F	T	V	F	R	V
K	R	T	D	S	Y	T	I	R	A	H	C	N	J	D	C	B	D	G	N
X	N	R	I	O	H	C	B	R	Y	V	X	M	U	K	U	E	F	A	H
G	C	F	H	I	D	U	A	F	G	D	N	R	I	J	F	A	J	S	Y
P	A	N	E	L	S	S	V	D	S	X	X	T	K	H	G	D	L	D	A
K	R	X	J	B	C	V	C	F	H	A	L	L	O	W	E	E	N	S	Q
L	L	A	B	T	O	O	F	B	M	P	R	I	W	D	H	A	G	P	H

Can you find these hidden words?

Talent
Singing
Choir
Autumn
Values

Trafford
Halloween
Fundraise
Museum
Renovate

Football
Charity
Satisfaction
Panel
Grants



Sudoku

Fill in the grid below with the numbers one to nine, so that each row, column and 3x3 block contains the numbers one to nine.

				1	5		2	
8								
	7	4					9	
5				9				
	9		6		2			
			7					3
							6	4
		7	9					
3	4		5		1			

Riddle Me This!

What can run
but never walk?



Residents Competition

Fancy winning some
Love2Shop gift vouchers?

All you need to do is complete all
three of the 'Just for fun' challenges
and send your answers to
inclusion@lqgroup.org.uk

All correct entries will be put into
a draw and a random winner will
be selected. Closing date for entry
is 26 Jan 2024.



**L&Q Living -
Proud to have signed up to
the Social care commitment**

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E: aleem.hussain@lq-living.co.uk