

# inclusion

Personalised support *for an independent life*

## L&Q Living's in Bloom

Celebrating spring and the return of warmer weather. Come and take a look at how L&Q Living is preparing for the year ahead with Gardens in Bloom and more.



Scan here to view  
the electronic copy





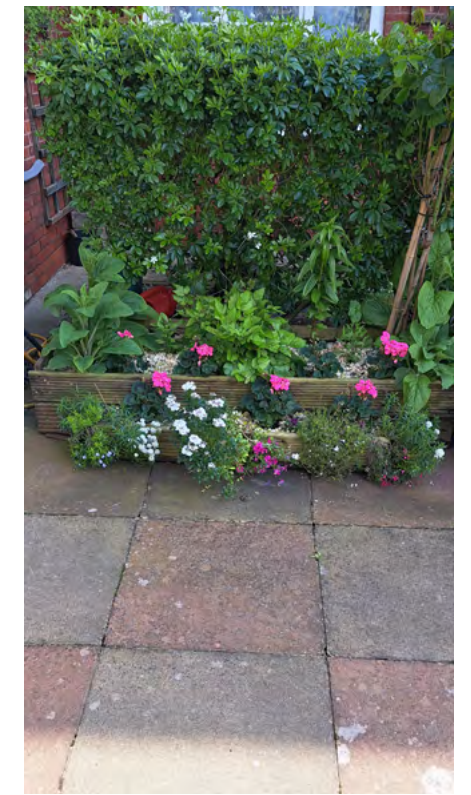


# Blooming Lovely

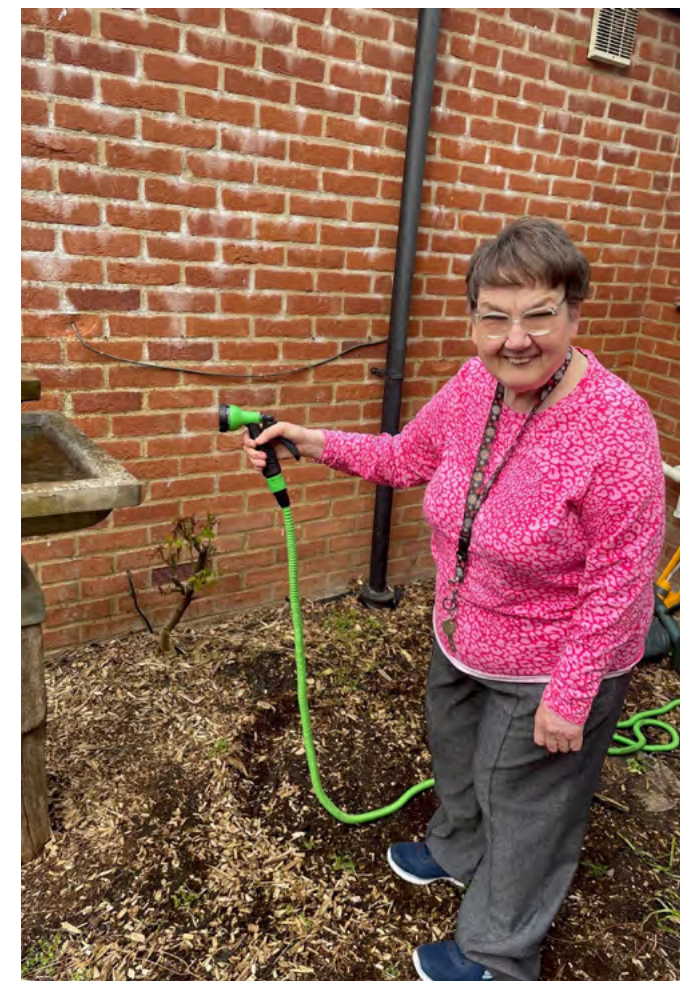
In celebration of Dignity Month at L&Q Living, we reopened our Gardens in Bloom initiative!

Our schemes were invited to apply for grants that could be used to buy plants, shrubs and garden materials to spruce up their outdoor spaces just in time for spring.

A big thanks to the L&Q Foundation for supporting this year's Gardens in Bloom through the L&Q Living Hobby Fund.









# Resident Diaries

## Residents at Beddalls Farm Court Reminisce

Newham Project Charabancs, a two-year project which aims to deliver a programme of reminiscence activities focusing on travel and transport in Newham, came to Beddalls Farm Court in April.

The residents' group session proved to be an insightful day for all with photos, eventful stories and memorabilia shared. Residents at Beddalls Farm Lodge were also able to tell their own stories, which will be recorded and used in a final project display.



## An Egg-cellent Good Friday at Cornell Court

Cornell Court hosted #LetsEatTogether social inclusion event on Good Friday.

More than 100 people from the local community attended the event, which included an Easter buffet, quiz and raffle.

The project, funded by charity Enterprise East, which runs Cornell Court's in-house cafe, aims to bring socially isolated and vulnerable individuals together.

Dani Saltmarsh, Senior Student Support & Business Development Co-ordinator, said:

“People, from all walks of the community, celebrated in the early spring sunshine, this event is a calendar highlight for all involved. Thank you to our colleagues and volunteers who always step up when support is needed and bring the community together to enjoy a fantastic buffet lunch, Easter quiz and an incredible raffle!”





## Lostock Court brings residents together for food and conversation

Lostock Court in Stretford hosted its first Food Tasting Day in April.

Scheme Manager, Andrew Ankah, not only came up with the event idea but cooked an entire West African-inspired menu from scratch.

From fried plantain to Andrew's special green chilli sauce, more than 30 residents turned out to sample his mouth-watering dishes.

"I am passionate about culture and diversity," said Andrew, a self-confessed foodie, who grew up on West African food. "I love cooking for friends and family, it is one of my passions. Food brings people together and, like this event, it brings other cultures into conversations."

Following the success of this event, Andrew and his team are busy preparing for their next Food Tasting Day celebrating an Irish favourite – bangers (Irish sausages, of course), mash and onion gravy. Open to all. For more information, please contact Andrew directly on **0161 748 2624**.



## Celebrating St George's Day

L&Q Living's schemes celebrated England's dragon-slaying patron saint – St George – in style.

Our schemes - Clyne Court, Lowry Lodge and Millcom Court – were adorned with St George flags and bunting, while dozens of residents were treated to a traditional English buffet and music to mark the annual event.





## Grant Win for Communal Gardens

In April, Gospatric Home House submitted an application to the Make It Happen Fund by HACT. With a successful submission, the service was awarded £500! The funds will be used to improve the communal garden.



## Birthdays

Celebrating Grace's 98th birthday at Leverette Close, best wishes.



Happy 90th birthday to Jean at Fiona Gardens, many happy returns.



# Recognition



Has a member of staff gone above and beyond for you?

It's important to recognise the work our people do, and we'd love to hear your good news story whenever a member of staff goes above and beyond for you.

You can email [inclusion@lgroup.org.uk](mailto:inclusion@lgroup.org.uk) with the email subject 'Above and Beyond' and let us know how our people have exceeded your expectations within your service.

All stories will be reviewed and selected winners will receive an L&Q Values Award bonus!



# Themed Month

## Safeguarding Month

April is Safeguarding Month – recognised in 2024 with the L&Q Living Safeguarding Conference.





# 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](mailto: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](mailto: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](mailto:elaine.parkin@lq-living.co.uk)

### Tolpuddle House and Railway Meadow

 Alyson Nugent/Chrissie O'hanlon

 [alyson.nugent@lq-living.co.uk](mailto:alyson.nugent@lq-living.co.uk)

### Grove Farm

 Shabanaz Begum

 [Shabanaz.begum@lq-living.co.uk](mailto:Shabanaz.begum@lq-living.co.uk)

### Coxley House

 Shabanaz Begum

 [Shabanaz.begum@lq-living.co.uk](mailto:Shabanaz.begum@lq-living.co.uk)



# Coming soon!

June – Disability Awareness Month

## Meet the team...

This issue Scheme Manager Louisa McPhail answers our questions.

### Louisa McPhail



**What's the best part of working for L&Q/L&Q Living?**

Assisting the tenants to live independently. Encouraging socialising. Working with a Team.

**What's the most challenging part of your role?**

Waiting on decisions.

**Coffee or tea?**

Coffee.

**What do you do in your free time?**

I am an avid Manchester City football fan. I go to all their games. I also have children and grandchildren I spend a lot of time with. I love to travel.

**If you were a superhero, which one would you be?**

Superwoman...actually juggling everything I do I think I already am!

**What is your favourite lunch hotspot?**

By a lake!

**What is your favourite day of the week and why?**

Friday wind down day!

**What would your autobiography be called?**

#life.

**If you could take the credit for any piece of art, song, film, book, sporting event, etc. which one would you claim?**

City winning the Champions League.

**What would your pet say if we asked for a reference?**

Mother is a complete loon pot!

**Name the best office desk snack in the world.**

Fruit.

**Where would you go in a time machine?**

Back to 2007 July 21st.

**Your face is on the front page of a national newspaper. What is the headline?**

The Rogue has struck again!

**If you could invite 3 people to your dinner, past or present, who would you pick?**

Grandma, Aunty Pat and my Dad.

**Describe your perfect Sunday.**

Time with the grandchildren on a beach.

## 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.

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

### Can you find these hidden words?

Bunny  
Calf  
Chick  
Clover  
Colour

Easter  
Flowers  
George  
Ladybird  
Lamb

May  
Meadow  
Piglet  
Rainbow  
Sunshine





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

## Riddle Me This!

What building has the most stories?

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## 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](mailto: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 31 July 2024.



**L&Q**  
LIVING

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

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