

inclusion

Personalised support *for an independent life*

Spectacular Summer

From fish and chip suppers on the seafront to performances from Manchester's The Halle Orchestra, dive into our latest edition for the full summer lowdown.



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Victoria Court residents showcase hidden talents in weekly art class



Residents at Victoria Court, our independent living scheme in Trafford, are proving that it's never too late to discover a new passion.

A group of keen wannabe artists recently graduated from their 10-week art class earning NCFE Entry Level 3 Award in Creative Craft.

Under the guidance of Trafford College art lecturer, Cherisse Appleby, residents have been honing their skills and unleashing their creativity on canvas. From intricate stippling designs to bold acrylic strokes, every resident has been able to showcase and develop their unique signature style.

The art class has become a highlight of the week for many residents, offering a chance to meet new people, express themselves, and tap into their artistic abilities.

Jackie Jones, 79, who has lived at Victoria Court for three years, said: "When I was younger, I was into pottery rather than art, so this is quite new to me. This class has been a highlight in my week, I enjoy the company and social side as well as concentrating on something I enjoy, it really helps to boost my mood."

And with the opportunity to earn a qualification at the end of the course, the motivation to excel and push boundaries has never been higher.

Scheme Manager, Tony Daley, said; "Our residents have worked so hard, and they are so proud of their achievements. The standard of the art they have produced is excellent and their final exam piece is worthy of display on any wall."

Cherisse Appleby, Flexible Lecturer in Art and Design at Trafford College, said: "The residents have been working towards NCFE Entry Level 3 qualification in Creative Crafts. Over the course the 10 weeks they have learnt about different paint techniques – from blending, using a palette knife to create texture to stippling, technique where you dab the brush to create a different texture.

"The students are assessed at each stage and must complete some written work, too. This is internally and externally moderated, they've all done so well."

So, if you happen to stroll by Victoria Court on a Wednesday afternoon, don't be surprised to see a group of determined individuals armed with paintbrushes and a passion for art. Who knows, you might just see the birth of the next great artist from Trafford!



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Jackie Jones 79

”



Resident Diaries

Rowan House residents soak up the sun at Southend Beach

Rowan House residents had a blast during their sandy trip to Southend Beach. Taking a direct train from Barking to Southend, where they spent the day by the beach, tucking into fish and chips and ice-cream.



More fun at Southend Beach



Resident Diaries

The Halle Orchestra Brings Music to Extra Care Schemes

This week the renowned The Halle Orchestra brought their musical talents to dozens of residents across our extra care schemes in Trafford.

The dynamic duo, armed with a keyboard, violin, and cello, wowed the audience with their stunning performance and even got them involved in the fun.

The event, which took place at Fiona Gardens and Newhaven on a sunny Monday afternoon, was a hit with residents who were treated to a one-of-a-kind musical experience. From classical masterpieces to modern tunes, the musicians captivated the audience with their impressive musical skill and infectious energy. But what truly set this performance apart was the interactive part that allowed residents to join in for part of the show.



At one stage, residents were invited to take on the cello's conductor role, guiding the musician through a beautiful piece of music. It was a heartwarming moment that brought smiles to everyone's faces and highlighted the power of music to bring people together.

Melanie Merchant, Wellbeing Coordinator, said: "The residents were thrilled to have the opportunity to join in such a special event. For some, it was a trip down memory lane, evoking fond memories of concerts and performances from years gone by. For others, it was a chance to experience something new and exciting. We can't wait to invite Halle Orchestra back again."



Memorial at Everall Court for Tobi

Residents and colleagues gathered to honour the memories of Tobi and Pet in a heartfelt memorial service. Sempela and Anita shared touching speeches with the service ending with a heartfelt message to all residents that we will continue to do our best to make Tobi and Pet proud by striving to thrive together. The memories of Tobi and Pet will always hold a special place in our hearts.

Dementia Talk Awareness at Violet Court

Experts from Newham Hub visited Violet Court to host an interactive workshop on dementia awareness. Residents shared their personal experiences and thoughts on how we can work to improve our dementia-friendly support to those in need.

Meet the team...

This issue Michael Billingsley answers our questions.

Michael Billingsley

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

The people. At Sale point in Trafford, where A&R are based, we have a really great team of people. And we get to talk to and meet a real mix of characters, representing our clients in the Trafford community.

What's the most challenging part of your role?

For us in Alert & Response we have the responsibility of keeping clients safe, so making sure we do that consistently 24/7 can be challenging, but its also the most rewarding aspect of the job.

Coffee or tea?

Coffee in the morning, strong Tea in the afternoon.

What do you do in your free time?

Spend time with the family. We have two lads 21 and 23 at home and an 'excitable' rescue dog. You can imagine the mess they make! My youngest plays football, so we travel around watching him most weekends.

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

Not Spiderman. I don't like spiders. Maybe Batman, but don't they eat spiders? So, I'm not sure really. I think like to stay a bit to 'low key' for a superhero.

What would your autobiography be called?

"Who?". I don't think that needs any explanation.

If you were CEO of a company, name the first thing that you would make compulsory in the office.

Blueberry Muffins

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

"Don't employ him, he's irritating, and he doesn't give me enough unhealthy treats". But I guess she



just wouldn't want me to get the job, so I could stay at home. She has no awareness of the economics of running a household.

Name the best office desk snack in the world.

Apart from muffins, It would have to be pastries with icing on.

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

Again, I think the answer would be "Who?"

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

I'm not sure I would pick anyone over my wife and two boys. I always love the idea of us sitting down together around the table exchanging stories and laughing. Of course, it usually ends up with me moaning about something, but hey!

Describe your perfect Sunday.

I'm not as adventurous as I used to be, so it would be a lazy day. Nice breakfast, dog walk, followed by an afternoon of football on the TV, then a great Sunday lunch and a glass or two of red wine.

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 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

Health and Wellbeing Month

August is Health and Wellbeing month – recognised in 2024 with the L&Q Living Active Summer Grant



Coming soon!

October – Dementia and Mental Health Awareness Month



“I was relieved to have my TrustCall falls detection watch on hand after a nasty fall.

With just a push of a button, I was able to get the help I needed quickly and easily.”

- Vera Clarke, aged 85.

Stay independent, stay safe

TrustCall is an emergency alarm service offering around-the-clock support to allow you to live independently in your own home for longer.

- 24/7 monitoring-only service
- From just £4 a week
- Choice of watch or necklace pendant alarms.

Call **0300 777 7777** or visit www.lqgroup.org.uk/trustcall to find out more today.

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Get moving this summer with the Active Summer Grant from L&Q Living!

Whether you want to try yoga, Zumba, or even armchair aerobics - it's up to you. As long as your idea is centred around fitness, we will consider your grant application.

Apply now to set up a fitness session in your scheme or community fitness session.

Let's get active together!

All applications must include:

- A minimum of two participants
- Details of the planned session, including price quote, prior to approval
- A register of interested participants
- To apply, please return a completed registration form to the below email: inclusion@lqgroup.org.uk

Application criteria

Please note that to ensure we can support as many schemes as possible, grant amounts will be capped per scheme and accepted on a first-come, first-served basis.

Get Involved

Customer satisfaction panel

Could you help us shape our services?

We are looking for L&Q Living customers to join our 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

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.

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

Can you find these hidden words?

Orchestra
Active
Beach
Creative

Summer
Fish
Dementia
Chips

Alert
Art



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.

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

Riddle Me This!

I make you move,
I make you sweat,
Your heart will race
without regret.
I'm good for health,
that's no surprise,
I keep you fit
and help you rise.

What am I?

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 31 October 2024.





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

Address: L&Q,
29-35 West Ham Lane,
London, E15 4PH
T: 0300 456 9998
W: www.lqgroup.org.uk
E: aleem.hussain@lq-living.co.uk