



inclusion

Personalised support *for an independent life*

L&Q Living's Value Award Winners

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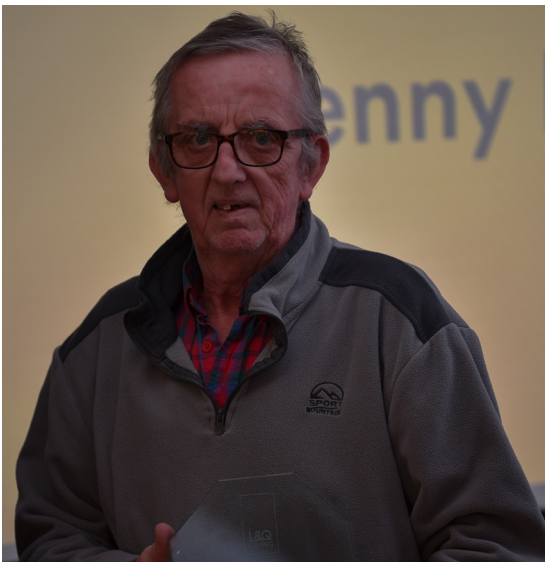
Finalists were invited to Sidcup and Foot's Cray United Services Club as a chance to recognise individuals who make a real difference to their community. Awards were presented to a list of worthy winners, nominated by their neighbours, representing L&Q's five social values – People, Passion, Inclusion, Responsibility, and Impact.

Value Awards were also presented to our inspiring and passionate colleagues.

James Denman, Head of Service, said: "Our Value Awards are always a highlight, and we had a great day celebrating the achievements of our colleagues and residents over the last year. It was inspiring to hear about those going above and beyond to ensure their schemes are a great place to live." The afternoon was rounded off by stunning performances from two of our L&Q Living's Got Talent 2023 finalists – including winner Tia and runner-up Sid.

A huge congratulations to all our fabulous award winners!







What the Elf!

Our kind-hearted carers raised more than festive spirits by ditching their usual uniforms for elf ears and sparkles to raise funds for charity.

Limelight, our L&Q Living Extra Care scheme in Trafford, took part in the national Elf Day as part of Alzheimer's Society annual event, which encourages people and businesses up and down the country to raise money for people affected by dementia.

From homemade cakes to the Best Dressed Elf, the day not only marked the start of the run-up to Christmas but raised some much-needed funds for a worthy cause.

Around 900,000 people across the UK are living with dementia. Alzheimer's Society can be contacted for confidential support, help, and advice by calling **0333 150 3456**.



Spreading Christmas Cheer!

From Christmas parties to carol concerts, our L&Q Living schemes up and down the country got into the festive swing in December.

A huge thanks to our partners, Axis and Morgan Sindall Property Services, for their generous contribution, which went towards dozens of Christmas parties, carol concert, presents, decorations and festive craft workshops.







Newham Complex Services hailed 'Outstanding' by CQC

Following a rigorous inspection, Newham Complex Services became one of just 5% of providers across the country to be given 'Outstanding' by the Care Quality Commission (CQC).

The CQC is an independent regulator across health and social care providers in England.

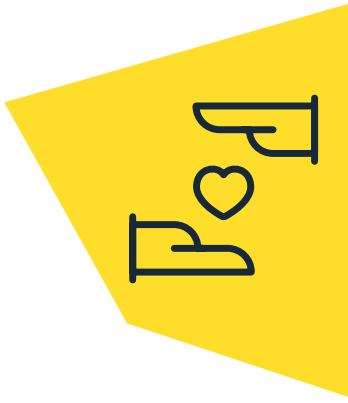
Achieving this prestigious rating is no mean feat and takes plenty of hard work and dedication. The report highlights the exceptional leadership that promotes a positive culture that is person-centred, inclusive, and empowering.

Charlie Culshaw, Director of Care and Support at L&Q said: "To get an outstanding rating is an amazing achievement but retaining it is even better because the CQC want to see how we continue to improve. Well done to Ferdous Khanam, Gary Reeman, and the team, you are all amazing!"

"It's been an amazing journey so far," added Locality Manager, Ferdous Khanam. "Being rated an Outstanding for the Newham Complex Services has been a dream; one which would not have been possible without the teams I manage and the colleagues I work with."

"The CQC Inspector was in awe of the way the service was run and the responses from our residents made us feel overwhelmed as they too celebrated the recognition, we got from CQC."





Themed Month

Dignity Month

February is Dignity Month – celebrated with the L&Q Living Gardens in Bloom competition grant.





Resident Diaries

Winter Theatre trip for Mollands Lane

Mollands Lane residents braved the sub-zero temp to attend the Queens Theatre in Hornchurch. The group enjoyed a brilliant performance of Dick Whittington.



Can you handle heights?!

Residents from Evelyn Road took a trip to the Bishopsgate Tower for an amazing day at the UK's highest viewing gallery!



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!

April – Safeguarding Month

Meet the team...

This issue Scheme assistant / Team leader April Redding answers our questions.

April Redding

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

Growing within the role. Also achieving requests from residents. Good training and teamwork.

What's the most challenging part of your role?

Communication in sorting problems with different departments.

Coffee or tea?

Coffee

What do you do in your free time?

Read, gardening, walk the dogs, go to mass, enjoy a glass of wine, watching Silent Witness amongst other things.

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

Performing CPR and bringing the person back to life and they are still alive today.

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

Childcare/nurseries within the company.



Where would you go in a time machine?

Anywhere so that I could see my darling dad and nanny again.

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

She found everybody a home, no more homelessness.

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

Diana Spencer, Nelson Mandela and my dad.

Describe your perfect Sunday.

Church, Sunday papers, wine and roast.

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.

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

Can you find these hidden words?

Christmas
Celebrate
Elf
Gallery
Impact

Inclusion
Passion
People
Presents
Reindeer

Responsibility
Turkey
Values
Winter



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.

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

Riddle Me This!

Forward I am heavy,
but backwards I am not.

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 26 April 2024.



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

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