

L&Q Living

# INCLUSION

AUTUMN  
EDITION

PERSONALISED SUPPORT FOR AN INDEPENDENT LIFE



The Holiday at Home – L&Q Living residents enjoyed a Holiday at Home grant courtesy of an L&Q Living Inclusion Grant

L&Q



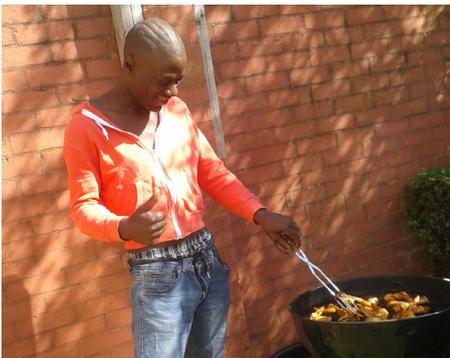
Scan here to view  
the electronic copy

# HOLIDAYING AT HOME

Many of our residents were unable to go on holiday this year due to the travel restrictions imposed during the coronavirus pandemic. So, as part of Health and Wellbeing month, we decided to bring the holiday to them with our Holiday at Home grant. The offer invited residents to get creative in hosting a holiday-themed event at their scheme, and as you can see they weren't short of ideas!

Here are some of the brilliant holiday events held in our schemes:





# GET ACTIVE IN THE GARDEN AND LOUNGE AND LEISURE

We wanted to encourage residents to get out and about as much as possible to spruce up their gardens and reap the physical and mental health benefits that come from gardening.

Schemes were awarded grants to purchase flowers, plants and gardening equipment so that residents could connect with others, keep active outside and enjoy themselves.



You might be surprised to learn that gardening can:



Support your bones thanks to the extra Vitamin D from being outdoors



Decrease the risk of heart disease and diabetes



Provide an enjoyable form of exercise which improves overall well-being



Help mobility and flexibility, reducing the risk of falls



Encourage the use of all motor skills



Reduce stress and anxiety.



# ATHLETICS DAY

In place of the annual L&Q Living Games, we supported schemes to hold their own local athletics events instead. Here are some pictures from the various Sports Days that were held across L&Q Living:





# GREAT BRITISH L&Q LIVING BAKE OFF

As part of Dementia and Mental Health Awareness Month, residents took part in the return of our very own Great British L&Q Living Bake Off.

With a resident and staff category, entrants were tasked with baking a sweet or savoury treat to present to the judging panel. Three residents were then selected for our grand finale in which they pulled out all the stops to produce a second cake.

Well done to all our incredible contestants, In the end you were all winners!

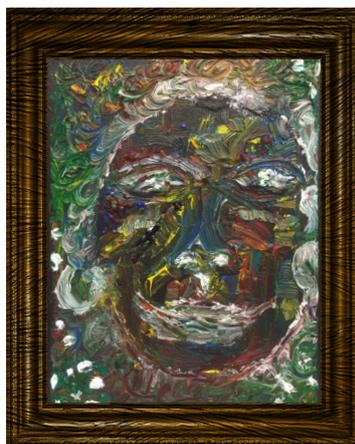
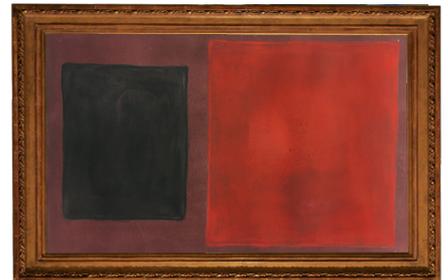


# L&Q LIVING CONNECT

HAVE YOU JOINED US ONLINE?

## Art with Eray

Every Friday Eray Ismailov delivers weekly art lessons, sharing his expert insight and fun challenges inspired by a range of wonderful creators past and present.



## General Knowledge Quiz

Melissa leads on our weekly general knowledge quiz which is played online via Kahoot. Entrants' weekly scores are recorded, with a monthly grand prize awarded to a lucky winner!



# Kahoot!

## Feed Me Good Project

We partnered with Feed Me Good Project (below) to deliver a series of healthy eating videos, giving tips and tricks to help you in the kitchen.



## Meet the Team

Our Meet the Team series continues to entertain, as L&Q Living staff step up to answer some factual and funny questions on camera.



➤ Find us online at [www.facebook.com/groups/LQLConnect](https://www.facebook.com/groups/LQLConnect)

# RESIDENT DIARIES

Our residents have been keeping busy throughout the last few months, celebrating birthdays, Halloween and Black History Month. They also took part in a Hands, Face, Space competition, Remembrance Day commemorations, trips to Epping Forest, weekly coffee mornings and painting classes. A resident even released a song! We love hearing about all the things you get up to at your schemes, so please continue to send your stories in to [inclusion@lqgroup.org.uk](mailto:inclusion@lqgroup.org.uk).

## Goldlay Square



## Dave Ramsey House



## Coxley House



Weekly painting activity



Newspaper and coffee morning group



Exercise routines

# RESIDENT DIARIES

BLH



Halloween



Black History Month



New resident at BLH

## Mayfair



MW Birthday Party at Mayfair



Life in Lockdown winners



Epping Forest trip

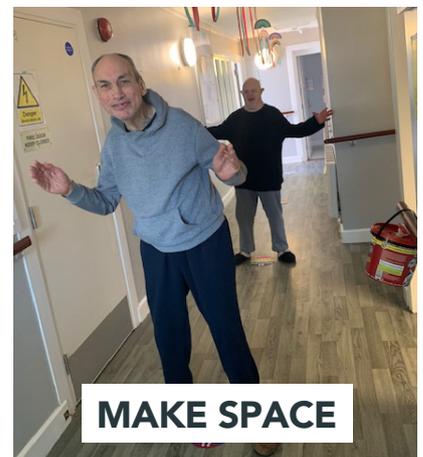
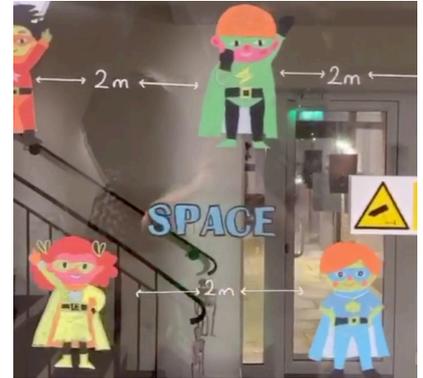


Halloween



## Hands, Face, Space!

We challenged our staff teams to showcase how they are embedding UK Government guidance on hand washing, face coverings and social distancing! Congratulations to Beehive and Barnes Court who were the winners of our competition, alongside Goldlay Square who were Runner Up.





# THANK YOU



We would like to take this opportunity to thank all our residents who took part in our recent 'Care and Support Resident Survey'. We will be taking all your feedback into consideration and implementing them in our 'You said We did' work stream. We were delighted to receive your feedback and overwhelmed with some of the kind and generous comments. Here are a few of our favourite answers to the question...

'What could we do to improve our support services to you?'



"I'm happy with staff, they are supporting me with everything I need. I won't change anything."



"I think you all are very kind staff and you all have done a lot to make us happy and convenient in our flats, I just want to say thank you all."



"I am happy with all the support I receive from Helena road and I am happy living at HR."



"Nothing, you are brilliant and keep it going."



"I am very happy with the support service."

# MEET THE TEAM

In this edition of 'Meet the Team' we have Peer Recovery Worker Andrea Burke in the hot seat to give us an insight into her role. She has now moved on to a new job with St Mungo's and we wish her the best of luck for her future endeavours.

**Location:** Coxley House

**Length of Service:** One year one month



ANDREA BURKE

## Q1. What is a PRW and what do they do?

We support residents who have a chronic or enduring mental illness with their recovery. This involves providing practical, emotional and social support. Day to day we create recovery care plans and one-page profiles, lead on activities and offer 1-2-1 help with daily tasks.

## Q2. What are the highlights of your time with L&Q Living?

LQL Inclusion events - the Sports Day is one of my personal favourites. We also organised a trip for all the residents to Southend and had a very good day. Some of the residents hardly go out so they really enjoy when they do. Another highlight was the art exhibition. It was wonderful and amazing, being a part of that was incredible.

## Q3. Why St Mungo's?

St Mungo's have similar charitable values to L&Q. They have a very good reputation and are a well renowned homeless charity. For me, it's a real opportunity to help homeless people. Up until 2008, I've worked with various housing associations as an SHO, hostel manager and project worker and I'm keen to get back into this.

## Q4. Tell us about your new job?

I will be helping people with a history of rough sleeping and homelessness. This will involve assisting people to setup their own tenancy and supporting tenancy sustainment with things like support plans, housing benefits and community links.

I'll be picking up where I left off my career as a supported HO and have my own caseload of up to 40 people. I've benefited from the work experience at L&Q - this role has been a bridge to recovery!

## Q5. What will you miss the most about L&Q Living?

The residents! I have felt a very warm and therapeutic relationship with the residents and the staff team at Coxley House. I've felt close to people I work with - it's a bit emotional for me to say goodbye. There is not one resident here that I do not get along with, I've had good close working relationships and I'm sad to be leaving them.

I have been on the same journey as the residents here and I have recovered from mental illness. It is important for people to see that those with mental illness can recover and can get back into full time professional employment. It is not always easy, but it is achievable. I hope that I am a good role model for the residents.

## Q6. What does the future hold for Andrea Burke?

I just hope to be in a permanent job - one that I am happy in and able to give my all. I'd like to see if I can progress my career working with homeless and vulnerable people.

## Q7. Any advice for the new PRW?

Do the job from the bottom of your heart. Be a good role model for the residents. Engage and try and build a positive, therapeutic relationship with the residents. And give it your all - work as part of the team and staff will be there for support when you need them!

## Q8. Any message for the Team @Coxley or LQL?

Tracey has been absolutely wonderful, caring, supportive and compassionate. The job at Coxley House has been a great stepping stone to re-establish my career. I would like to thank all the staff and residents for supporting me in my recovery journey. I would lastly of course like to thank Sabinah for giving me the job. The team have been a joy to work with.



# COULD YOU HELP US GET IT RIGHT?

Our new Equality and Human Rights Group aims to help shape how L&Q Living will ensure that the Equality, Diversity and Human Rights of the people that we support are upheld.

The group will meet on a quarterly basis, with refreshments provided on the day.



## DID YOU KNOW?

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

### Haveing Schemes

 Elaine Parkin

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

### Violet Court

 Blessing Stephen

 [blessing.stephen@lq-living.co.uk](mailto:blessing.stephen@lq-living.co.uk)

### Grove Farm

 Shabanaz Begum

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

### Tolpuddle

 Stevie Burns

 [Stevie.Burns@lq-living.co.uk](mailto:Stevie.Burns@lq-living.co.uk)




<b>FEBRUARY</b>
Dignity Month
<b>APRIL</b>
Safeguarding Month

L&Q Living in  
**BLOOM**

Our summer residents  
'Garden in Bloom'  
competition

Grants will be available in the new year – please keep an eye out for the flyer with full details.



## Online Dance Lessons



We have partnered with DanceWest to deliver free online dance lessons to all L&Q Living residents.

Following an initial taster week and Winter Disco throughout December, DanceWest will offer weekly dance lessons teaching a range of genres for residents to get involved with.

You can book online now at [www.dancewest.co.uk/online](http://www.dancewest.co.uk/online)

## L&Q Living Values Awards

Categories for this year's awards include:

 People	 Passion
 Inclusion	 Responsibility
 Impact	 Community Champion

Each year, L&Q Living celebrates the valuable role our people play in their community.

The upcoming L&Q Living Values Awards will be presented online, recognising both the achievements of our customers and ongoing efforts of an outstanding staff team

# The Money House

## Content

The Money House (TMH) helps young people in, or about to move into housing, manage their money and remain independent.

Participants gain practical financial and digital skills to pay their rent, bills and living costs whilst making informed choices about their future.



## Key Facts

**Format:** 1 week.  
Monday – Friday,  
10.30am – 3.30pm. 1  
day available.

**Target group:** 16-21  
year olds.

**Group size:** 4 -10  
young people.

**Accreditation:** 5 day  
only. Level 1 Money  
Management from  
ABC Entry Into Work  
Employability Module.

Sessions take place in a fully kitted out flat, not a classroom. It looks and feels like a typical flat that young people would aspire to live in when they move into a form of independent living. Our experts help them become more confident about money and living on their own by providing real-life skills in a unique setting that brings financial education to life.

At TMH there are no lectures. Interactive games and activities involve young people in every aspect of their learning. Our Education Officers are trained, tested and enthusiastic, and it shows in the feedback we get from all the young people who attend.

## Impact:

- ⚡ Participants are three times less likely to have unsustainable arrears.
- ⚡ We see a 45% reduction in young people incurring bank charges and missing bills.
- ⚡ A 22% increase in those borrowing safely, and therefore avoiding loan sharks.
- ⚡ A 27% increase in confidence managing money, which exceeds the national average.
- ⚡ Landlords have reducing costs and securing more rent with fewer arrears.
- ⚡ Every £1 spent on TMH generates £3.36 in social value.

Participants will receive a hot lunch plus travel expenses, content adapted to meet their needs and accreditations or certificates.

ThirdSector  
Business Charity Awards  
Winner 2020



# The Money House

## Eligibility:

**Housing:** For those eligible for social housing, accessing housing support from their local authority, or moving into independent living in the private rented sector.

**Already a tenant or has expectations of a tenancy:** Living in LA supported housing, LA temporary accommodation, bidding for own social housing tenancy, accessing support from LA to help them into private or social housing or moving into private housing independently.

**Referrals:** To refer a young person contact [themoneyhouse@mybnk.org](mailto:themoneyhouse@mybnk.org).

## Sessions also provide:

- ⚡ Extra support to understand benefit changes and implications - Universal Credit; LHA Housing Benefit Cap.
- ⚡ Digital skills to help them navigate the financial maze and make the most of their money – Open Banking; comparison websites; changing utility providers etc.
- ⚡ Signposting to relevant services that can assist young people further if required – StepChange; ChangeGrowLive etc.

## Topics include:

- ⚡ Tenancy agreements Rights & Responsibilities.
- ⚡ Cost of moving in.
- ⚡ Avoiding eviction.
- ⚡ Paying household bills.
- ⚡ Choosing utility providers.
- ⚡ Banking – Accounts & Savings.
- ⚡ Borrowing safely.
- ⚡ Budgeting – Weekly & Monthly.
- ⚡ Spending habits – Good & Bad.
- ⚡ Shopping – Offers, consumer rights.
- ⚡ Benefits – Entitlements & Universal Credit.
- ⚡ Online safety and spotting scams.
- ⚡ Risks of money muling.
- ⚡ What's next – Planning for the future?

We also offer a 1-day alternative covering segments of these topics. These are available only to those in full-time employment or other extenuating circumstances (e.g. close to full-term pregnancy).

*"I have learnt so much. If this was a lesson at school, I wouldn't miss it. I've learnt about pay, online safety, small print and how to separate my needs and wants. I'm getting my friends on this course!" Channel, 19, TMH Greenwich attendee.*



# GET INVOLVED

## TUESDAY

Join our interactive bingo and quiz group with Melissa Fields. Weekly prizes to be won!



## WEDNESDAY IS THE NEW FRIDAY!

As well as fortnightly 'Meet the Team' videos giving an insight into staff's lives, we are also holding monthly competitions with prizes up for grabs.



## JOIN OUR CUSTOMER SCRUTINY PANEL

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

- Review policy and procedures
- Carry out mystery shopper exercises
- Work with senior management to monitor quality standard and KPIs
- Review health and safety standards
- Transport and lunch will be provided
- We will also be using a panel reward points system through which you can receive up to **£100** Christmas gift vouchers (£25 per session).



We are also looking for one member of the scrutiny panel to join the L&Q Living Board.

The Board meet four times a year and for convenience this will be on the same day as the scrutiny panel meeting.

The salary for the board member will be **£5,914.00** for four meetings

If you are interested in either of these exciting opportunities, please ask for an application form by emailing [inclusion@lqgroup.org.uk](mailto:inclusion@lqgroup.org.uk).



If you would like to get involved, please join our Facebook Connect page or email [inclusion@lqgroup.org.uk](mailto:inclusion@lqgroup.org.uk) for more details.



# CHRISTMAS BUBBLE

The government are allowing people to meet with friends and family for a short period of time over Christmas.

Between 23 and 27 December:

- ✓ you can form an exclusive 'Christmas bubble' composed of people from no more than three households
- ✓ you can only be in one Christmas bubble
- ✓ you cannot change your Christmas bubble
- ✓ you can travel between tiers and UK nations for the purposes of meeting your Christmas bubble
- ✓ you can only meet your Christmas bubble in private homes or in your garden, places of worship, or public outdoor spaces
- ✓ you can continue to meet people who are not in your Christmas bubble outside your home according to the rules in the tier you are meeting in
- ✓ if you form a Christmas bubble, you should not meet socially with friends and family that you do not live with in your home or garden unless they are part of your Christmas bubble.

You should keep taking steps to reduce the spread of the virus, including ensuring indoor spaces get as much fresh air as possible, and washing your hands regularly for 20 seconds. You must not form a bubble if you are self-isolating.

For more information on Christmas Bubbles, including how to protect yourself if you are clinically extremely vulnerable, please visit:

➔ <https://www.gov.uk/government/publications/making-a-christmas-bubble-with-friends-and-family/making-a-christmas-bubble-with-friends-and-family>



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

## Can you find these hidden words?

- Black History
- Christmas
- Dance West
- Dementia
- Diversity
- Diwali
- Equality
- Facebook Connect
- Hanukkah
- Health
- Mental Health
- New Year
- Presents
- Safeguarding
- Themed Month
- Vaccine
- Video Care Plan

# JUST FOR FUN

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

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

## Residents COMPETITION!



Fancy winning some Love2Shop gift vouchers?

All you need to do is complete all three (Word search, Sudoku and Riddle 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 **29 January 2021**.

## Riddle Me This!

**NEW**

What English word retains the same pronunciation, even after you take away four of its five letters?

# L&Q Living

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

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