

L&Q Living

INCLUSION

SPRING
EDITION

PERSONALISED SUPPORT FOR AN INDEPENDENT LIFE



The Nine Exhibition – L&Q Living residents enjoyed a great night at the launch of their art exhibition at the Hoxton 253 gallery as part of Dignity Month



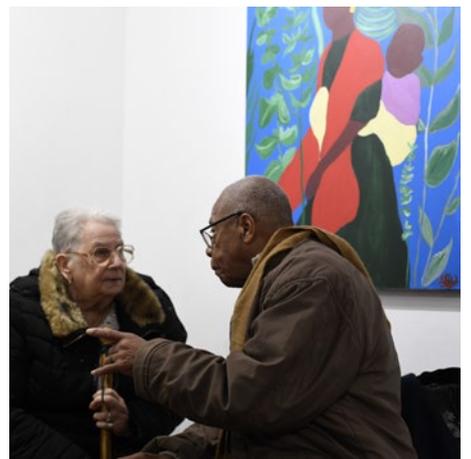
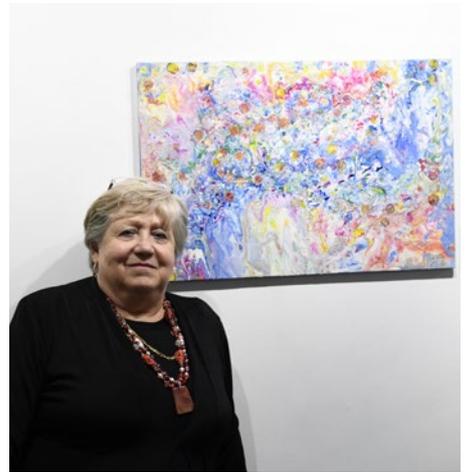
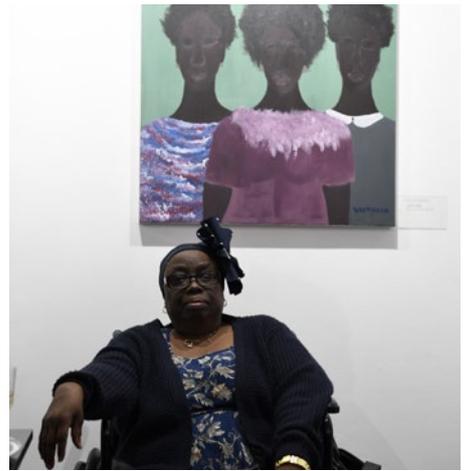
Scan here to view
the electronic copy

L&Q

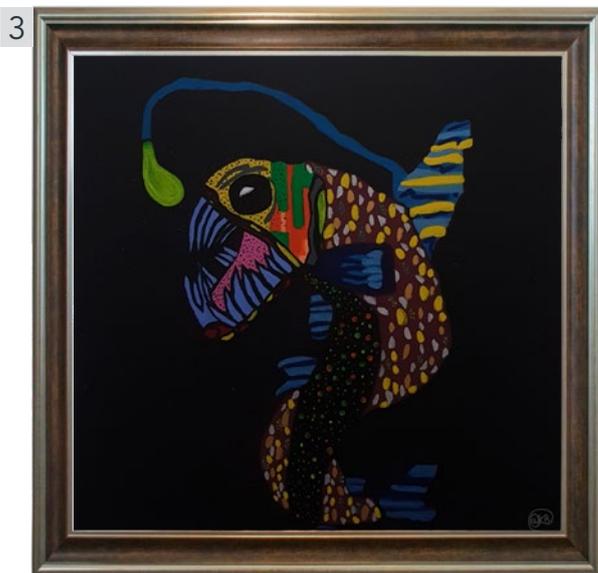
THE NINE EXHIBITION

An exciting and well-attended exhibition featuring art by some of our vulnerable residents was held on February 17th at the Hoxton 253 gallery in east London. The artists, who exhibited one painting each, were delighted with the amazing turn-out. Eray Ismailov, who has been teaching art classes in our schemes, said: "There are stereotypes about how you can't pick up new skills as you age but I think that all of these should disappear because, as these artist have shown, no matter how old you are, you are still capable of amazing things. I am so proud of all of them."



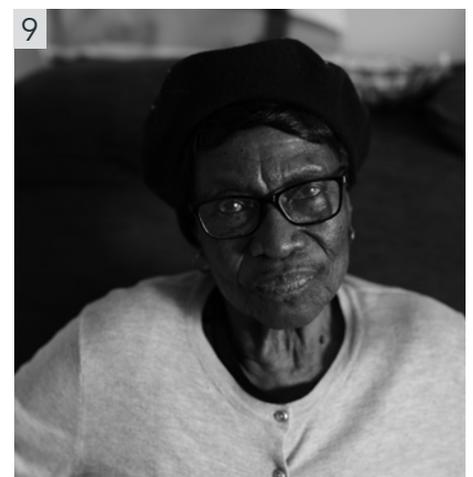
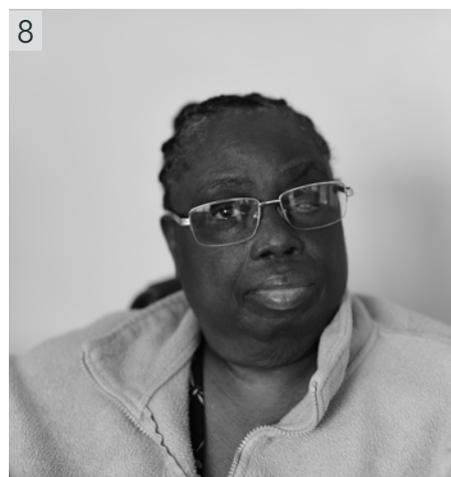
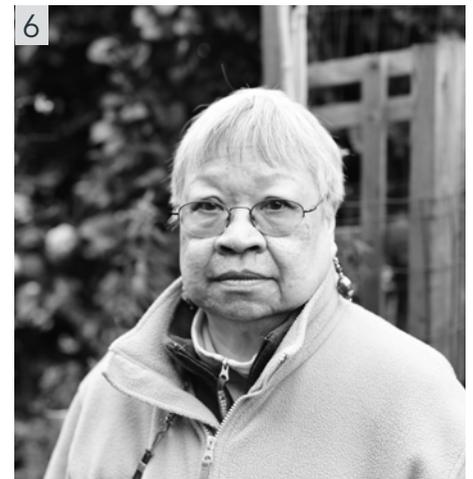
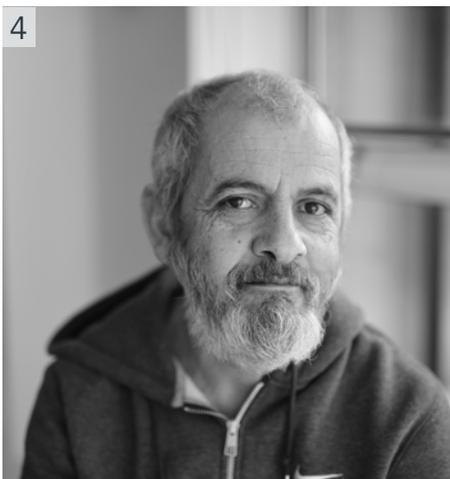


Charlie Culshaw, Director of L&Q Living added: "I am extremely proud of the L&Q team for helping our talented artists to realise their full potential and delighted that this exhibition has given them the recognition that they deserve."



MEET THE ARTISTS

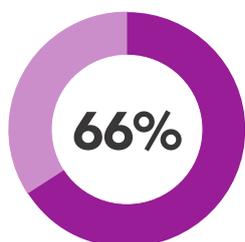
We'd like to say a massive thank you to all the artists that took part. This would not have been possible without your dedication and passion, not forgetting the hard work put in by Eray Ismailov in pulling the whole thing together. Well done to you all. Here are portraits of all nine artists who featured in the exhibition.



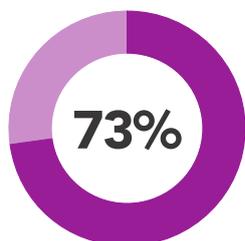
THEMED MONTH

As part of Dignity Month, we sent out a Dignity Survey to hear from you about the events and activities that we provide through our L&Q Inclusion initiative. This included celebration events such as our annual talent show, athletics event and Christmas party. We also asked for feedback on other activities and events that are put on locally at your schemes during our themed months, and your thoughts on how we can improve our offer to you going forwards.

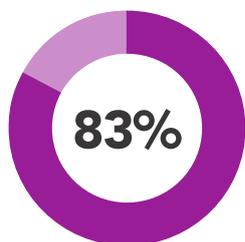
Thank you to all that took part and we are delighted to share the results below:



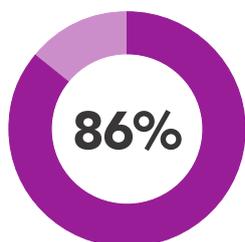
66% of people said that they regularly engaged in activities before the L&Q Inclusion initiative



73% of people said that since the L&Q Inclusion initiative, they now regularly engage in activities



83% of people said that they think the L&Q Inclusion initiative has helped improve their overall wellbeing



86% of people said that they think the L&Q Inclusion initiative has helped reduce feelings of loneliness and isolation.

SAFEGUARDING AWARENESS MONTH

As part of Safeguarding Awareness Month, we launched two easy-to-read documents for our customers:

Staying Safe Online

Part of L&Q Living Safeguarding Month

There's so much you can do online, from keeping in touch with friends to online gaming and sharing videos and pictures.

That's why it is really important to understand how to stay safe online!

What do we mean by abuse?

Online abuse is any type of abuse that happens on the internet. This happens on technology like computers, tablets and mobile phones.

This could be:

- Bullying/Cyberbullying
- Emotional Abuse (this includes emotional blackmail)
- Sexting
- Sexual Abuse
- Sexual Exploitation

Where can it happen?

-  Social networks (Facebook, Twitter, etc.)
-  Text messages and messaging apps (e.g. WhatsApp)
-  Email and private messaging
-  Online chats
-  Comments on live streaming sites
-  Voice chat in games.

Staying Safe Online

We have put together a brief document highlighting the little things you can do to stay safe online and how to get support if you need it.

Avoiding Scams

How you can protect yourself

We are all at risk of being scammed. They are becoming increasingly common and vary in nature. But, there are ways you can avoid being taken in by the scams if you know what to look for.

What is a scam?

Scams are a way for scammers (or fraudsters) to cheat people out of their money.

Scammers could approach you on your doorstep, by post, over the phone or online. They pretend they are something they're not, trying to trick you into giving your personal details, security information or money away.

Types of Scam

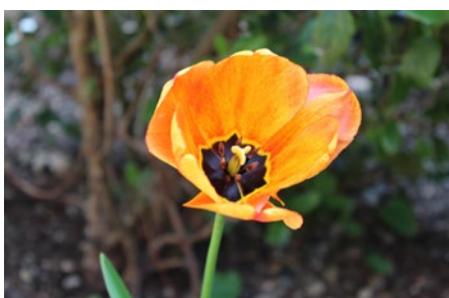
- Doorstep Scams
- Mail Scams
- Phone Scams
- Email and Online Scams
- Relationship Scams
- Identity Theft
- Investment and Pension Scams

Avoiding Scams

This is a more detailed document that talks you through the types of scams that are currently out there and what you can do to avoid them, including information surrounding new COVID-19 scams.

If you would like a copy of any of the above documents, please email: inclusion@lqgroup.org.uk

RESIDENT DIARIES



Spring Blossoms

Our residents at BLH have been getting their hands dirty in the garden and the results look amazing – just in time for summer!



RSPB Big Garden Birdwatch – Meggs Almshouses

In January, nearly half a million people counted almost eight million birds, making this year's Birdwatch one of the biggest ever! Pictured is John Cawkhill taking part in the RSPB Big Garden Birdwatch. The results are now out and can be found at www.rspb.org.uk

RESIDENT DIARIES

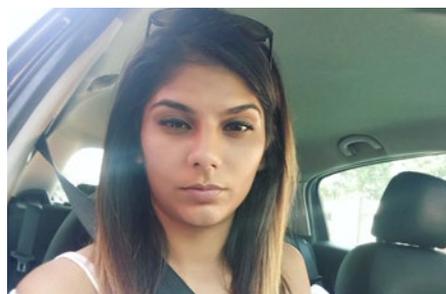


Shower Radio

Our PBS team have purchased shower radios for individuals at Helena Road to make the experience of showering more pleasant and relaxed. Being able to listen to music has created a more lively environment as well as giving staff and tenant something to share (singing along to the music or talking about the songs) during this time of personal care.

Congratulations!

Kiran has been invited to GuildHall to be part of the Children in Care Council advisory board meeting. She is very passionate about children in care and wants to help improve the service. Well done Kiran, we are all very proud of you, keep up the good work!

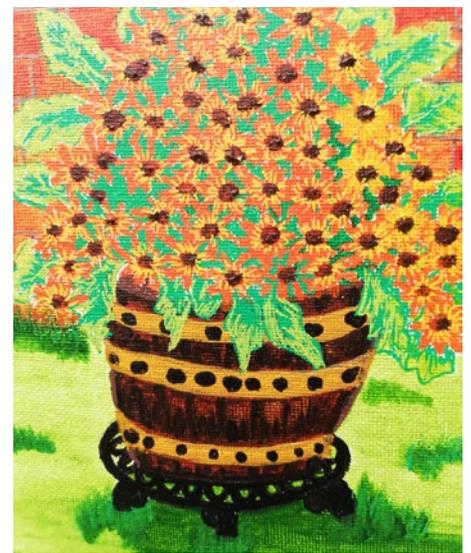


Easter Bunny

Here is our very own Easter Bunny 'Roger' spreading a bit of Easter joy to our schemes during these difficult times...



OUR RESPONSE COVID 19



Our Response to the Coronavirus Pandemic

L&Q Living Inclusion has gone online to continue to deliver services to residents. Our artist and videographer Eray now hosts weekly virtual art sessions every Wednesday, which all residents are welcome to join. Below are a few pieces of art our customers have submitted – one of the paintings captures our current circumstance very well. Well done to Maureen and Stephanie.



Best in House Competition

Here is Beehive's response to L&Q Living best-in-house activity. Residents took part in some gardening where they are growing their own produce to have later in the year.



Certificates Galore at Coxley House

Coxley House hosted an awards ceremony on Tuesday April 28 to reward residents with certificates for self-isolating in their flats and maintaining social distancing. It remains a very difficult period for residents with no family visits and communal lounges being closed to reduce the spread of Covid-19. Well done to all the residents in Coxley House for your cooperation and staff for going above and beyond their role to help the residents through this difficult time.

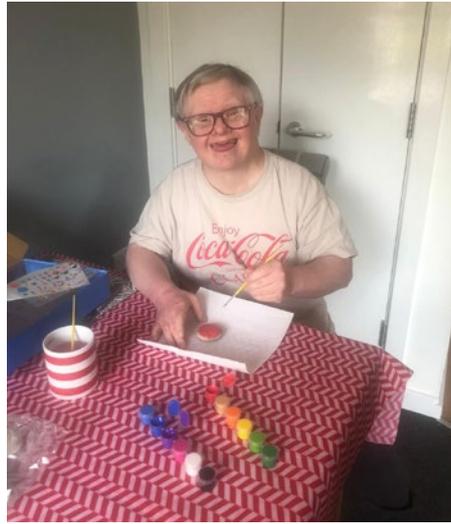


Teamwork Makes the Dream Work

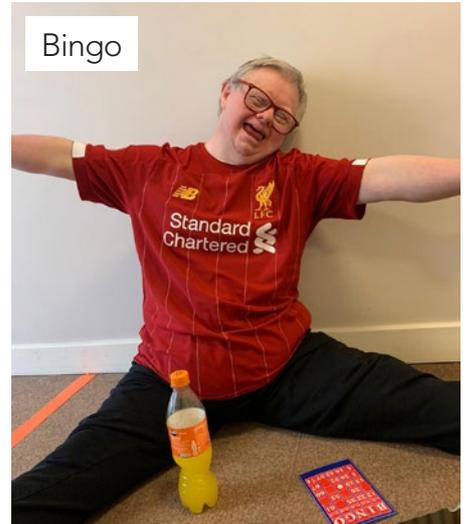
Working closely with Help Newham, our sheltered housing assistant Blessing and team made sure vital food supplies were delivered to residents at Violet Court during these challenging times.



Rock painting



Keeping fit while social distancing



Bingo

What have YOU Been Doing During Lockdown?

Residents from Railway Meadow, Tolpuddle House and Brook Haven have been very busy in the last few weeks. Have a look at the many activities they have been taking part in to keep themselves occupied during lockdown...



Fun with salt dough





Happy retirement Len Shew

We'd like to wish a fond farewell to Len Shew, who is retiring from L&Q Living after 24 years. Len was very proud of his schemes, his residents and his colleague, housing officer Sonia Stewart.

Len would meet regularly with his manager to go through any issues he was having and ideas for resident engagement, all of which were captured on his good old list!

He would always give honest feedback as his desire for getting things right always passionately came through. Lyron Johnson, who managed Len, said: "Albemarle residents, the team and I will miss him greatly as his caring nature was one of many characteristics which drew people towards him. No more will I be greeted with 'You get in here, I've got my list ready!' but we do have the amazing legacy he has left behind for us all to cherish."

We wish Len all the best for his retirement and thank him for 24 years of great laughs, attentive work but mostly for just being Len!



The BIG Thumbs Up!

Thank you to all our key workers.

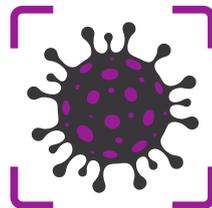


Farewell Patricia

Patricia Ashon, a dedicated, committed and hardworking housing officer for L&Q Living has sadly passed away. Patricia was a much-respected member of the team and a strong advocate for our vulnerable residents as well as a champion of our L&Q Inclusion initiative. The L&Q Living annual athletics event will not be the same without her, and we will miss her broad smile and expression of sheer determination as she took part in the staff race. Patricia, you leave behind a legacy of promoting fairness, equality and inclusion not only at the schemes that you worked in but also in the workplace.

YOU WILL BE MISSED!

COVID-19 OUR RESPONSE



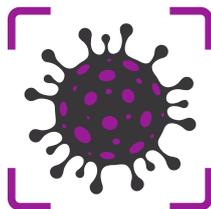
An update from Charlie Culshaw

Responding to the Coronavirus pandemic has been, and still is, without doubt the most challenging time of my career. I am extremely proud of how the L&Q Living teams have responded. The commitment and flexibility they have applied to their work has been outstanding. I am also amazed at how our customers are helping each other during this difficult time.

Pandemic Response team

The L&Q Living pandemic response team meet every day at 10am to monitor our covid-19 action plan. I chair this meeting, where we discuss a range of things such as resident safety, staffing levels, cases of Covid-19 and the levels of personal protective equipment (PPE) that we have.

COVID-19 OUR RESPONSE CONTINUED



Online offer

Now more than ever, people are at risk of experiencing loneliness and isolation. This is why we are determined to continue offering the activities available under our L&Q Inclusion initiative. Our business development team have responded by creating L&Q Inclusion online, which is available through our Facebook page 'L&Q Living-Connect'. Through our Facebook group, we continue to offer a range of activities and competitions, all delivered by familiar faces. These include weekly art sessions with Eray Ismailov, quizzes with Melissa Fields, cooking with Will Kennard and keep fit with James Denman. I really hope to see more of our residents sign up to our online L&Q Living community.

Volunteers

The team have been delighted by the number of staff from across the organisation that have volunteered to help with residents. Over 50 staff have now offered their services as cooks, support workers and drivers, either on secondment or as part of the L&Q staff volunteer initiative.

Supporting our residents

Initial wellbeing assessments have been carried out on all our customers and they are now receiving follow-up calls to make sure they have enough food and medication. Food stores have also been set up at our sheltered schemes to make sure there are emergency supplies on site in case residents run out. A self-isolation offer and guide has been created for residents, along with a brochure on the support available in their area.



Stay at Home Stay Safe

Infection Control (COVID-19)

We're doing everything we can to keep you safe. This is what you can do to help. The current government advice is to:

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance if you go out (two metres apart where possible)
- wash your hands regularly.

There are other things you can do to help reduce the risk of you and other people getting ill with coronavirus.

Do:

- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- wash your hands as soon as you get home
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- if you can, wear something that covers your nose and mouth when it's hard to stay away from people, such as on public transport.

Don't:

- do not touch your eyes, nose or mouth if your hands are not clean.

Looking after your health and wellbeing

To help yourself stay well while you're at home:

- stay in touch with family and friends over the phone or on social media
- try to keep yourself busy – you could try activities like cooking, reading, online learning and watching films
- do light exercise at home or outside
- consider taking 10 micrograms of vitamin D each day if you're indoors most of the day – this is to keep your bones and muscles healthy.

MEET THE TEAM

This issue, film making and photography facilitator Eray Ismailov and sheltered housing assistant Deborah Somerszaul answer our questions.



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

It's like a non-biological family. People are taking care of each other and it's beautiful to see and experience. Also, having to meet new people often.

What's your favourite day of the week and why?

Thursday. It's like Friday, but calmer.

Coffee or tea?

Camomile tea.

What do you do in your free time?

I watch films, read books, play music, make music, paint, sing, dance, jump around and talk to the plants.

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

Hmmmm, probably Bubbles from The Powerpuff Girls.

What would your autobiography be called?

I am not Banksy.

What is your favourite lunch hotspot?

Somewhere in a park, hidden by the shadow of a massive tree.

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

My great-great-great-grandfather, my sister and Kate Bush.



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

My residents and colleagues.

What's the most challenging part of your role?

Being called or emailed at 4.55pm.

What is your favourite day of the week and why?

Monday, as the rest of the week flies by.

Coffee or tea?

Tea (I mean sparkling water).

What do you do in your free time?

I have a four-year-old (what is this free time you speak of?)

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

Automatic doors, throughout the building.

Where would you go in a time machine?

Yesterday to rewrite some of these answers.

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

Oprah, my brother and some of the quiz masters on The Chase.



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...

Havering Schemes

 Elaine Parkin

 elaine.parkin@lq-living.co.uk

Violet Court

 Blessing Stephen

 blessing.stephen@lq-living.co.uk

Grove Farm

 Shabanaz Begum

 Shabanaz.begum@lq-living.co.uk

Tolpuddle

 Stevie Burns

 Stevie.Burns@lq-living.co.uk

GET INVOLVED

MONDAY

Start the week well with some armchair activities with Mitch Sutherland.



THURSDAY

Up the tempo with James Denman and his lockdown workout for everyone.



TUESDAY

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



FRIDAY

Wind down your week with a riddle, sudoku or a spot of cooking courtesy of Aleem Hussain and Will Kennard – there will also be fortnightly challenges/competitions for you all to take part in and prizes up for grabs.



WEDNESDAY

Try your hand at sketching, painting or perspective drawing in our new art classes with Eray Ismailov..



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

L&Q LIVING FACEBOOK CONNECT

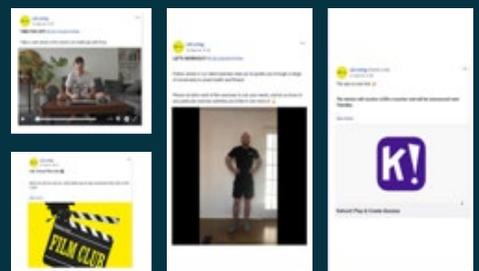
You can now join L&Q Inclusion online on Facebook!

Find us online at:

www.facebook.com/groups/LQLConnect

Request to join, be sure to answer the joining questions & a member of the team will process your request.

Please do take part and like the activities, quiz and competitions that will be on offer daily Monday to Friday (listed to the left).





Connect with friends and Residents – How to!



We are putting together a quick and easy to follow guide on how to connect with friends and residents via 'ZOOM' or 'HOUSEPARTY' in these challenging times.

Full details will be posted on our 'Facebook Connect' page or can be requested via contacting: inclusion@lqgroup.org.uk from May 2020 onwards.



NEW: 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.

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



Disability Awareness Month

June/July 2020

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

- Autism
- Dementia
- Disability
- Drama Club
- Eid
- Equality
- Facebook Connect
- Holiday
- Knitting
- Mental Health
- Music Bingo
- Panel
- Ramadan
- Safeguarding
- Support Plan
- Talent Show
- Themed Month
- Vesak
- Video Care Plan
- Windrush

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.

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

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

All correct entries will be put into a draw and a random winner will be selected. Closing date for entry is 31 July 2020.

Riddle Me This!

NEW

What is seen in the middle of March and April that can't be seen at the beginning or end of either month?

L&Q Living

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

Address: L&Q, 29-35 West Ham Lane, London E15 4PH

Tel: 0300 456 9998 • Web: www.lqgroup.org.uk • Email: aleem.hussain@lq-living.co.uk