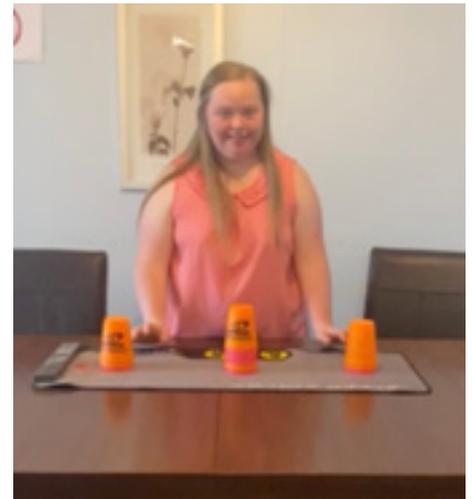


L&Q Living

INCLUSION

SUMMER
EDITION

PERSONALISED SUPPORT FOR AN INDEPENDENT LIFE



L&Q Living's Got Virtual Talent – L&Q Living residents were asked to showcase their talents virtually this year as a result of the pandemic and they did not disappoint!

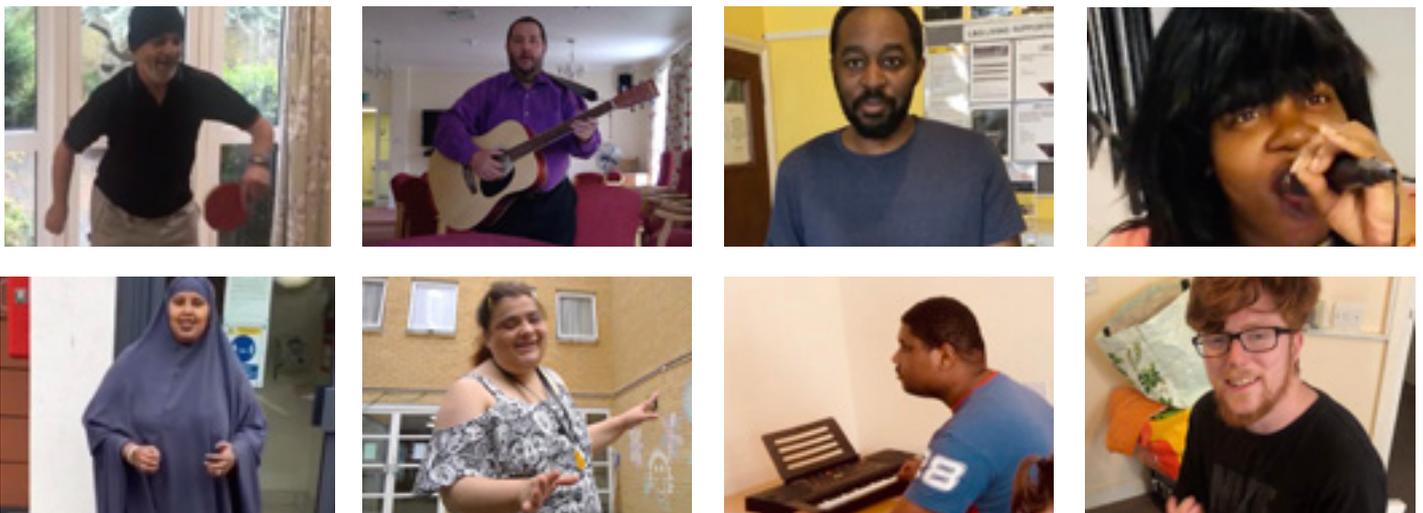
L&Q



Scan here to view
the electronic copy

L&Q LIVING'S GOT VIRTUAL TALENT

Our annual talent show was hosted virtually on our Facebook Connect page this year, but our stars shone as brightly as ever! Below is a taste of the wonderful entries we received as our talented residents sent in recordings of themselves in action:



Thank you to everyone who entered for showcasing the wealth of talent we have across L&Q Living. It wasn't easy, but we had to whittle the entries down to a shortlist of five finalists. They were:



Sid Waite – Dave Ramsey House



Gary Inman – Widecombe Close



Martin Matthias – Everall Court



Victoria Wake – Widecombe Close



Peter Curtis – Elwick Court

The finalists' videos were then sent to our esteemed judges David Montague (Group Chief Executive), Diane Hart (Group Director Commercial) and James Denman (Head of Service L&Q Living) for comments. Like us, the judges were blown away by the array of talent on display. If you haven't already seen them, you can watch the videos and read the comments at www.facebook.co./LQLconnect or on Yammer (our staff platform).



**David
Montague**

**Diane
Hart**

**James
Denman**

In keeping with tradition, we then let the audience vote to choose our overall winner. We showcased our finalists to all our residents and staff and collated their votes via email, Facebook and Yammer. And the winner was...



PETER CURTIS

He sang Mandy by Barry Manilow. Well done Peter!



THEMED MONTH

Disability Awareness Month



As well as holding the virtual talent show as part of disability awareness month, we also sent out a learning disability week friendship pack in association with Mencap. Included in the pack was a template to help you make your very own Friendship Flag before your fun video call (we know many people with LD will be unable to see their friends in person at the moment) that shows all the things you like or miss about your friend. We hope you enjoyed taking part.

**Learning Disability
Week Friendship
pack**

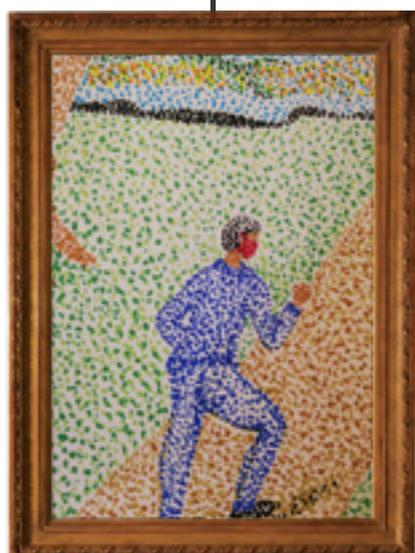
mencap
presents

**LEARNING
DISABILITY
WEEK 2020**
15-21 June

FACEBOOK CONNECT ART

As part of our online inclusion initiatives we have been keeping our popular art classes running on our Facebook page. Here are a few examples of the incredible artists we have in our schemes with their artwork:

Neo- impressionism



Impressionism



Surrealism



Modern Art



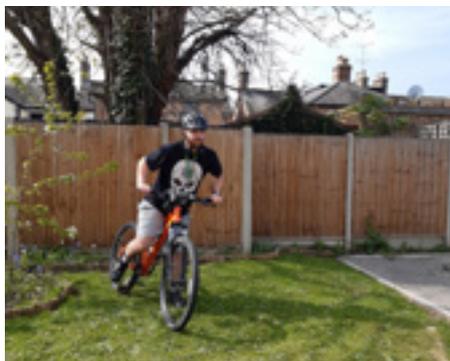
Cubism



Pop art



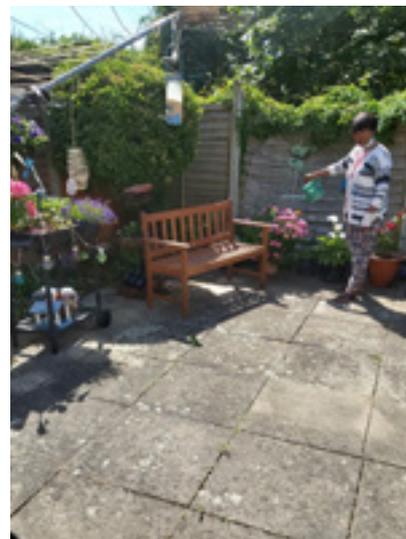
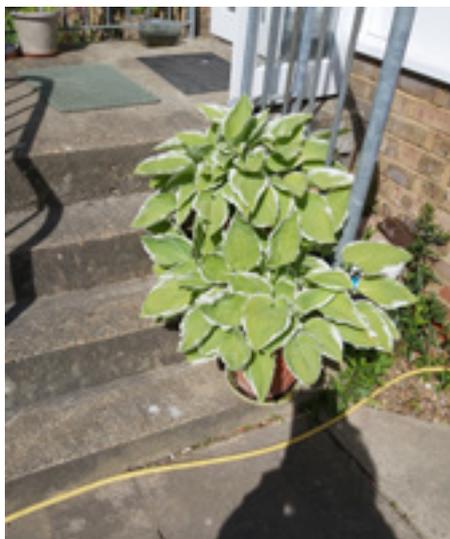
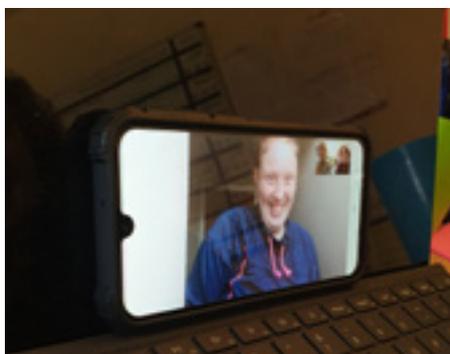
RESIDENT DIARIES



Goldlay Interns Say Thank You to NHS



Goldlay interns and staff have been supporting the NHS and key workers throughout the pandemic. They made posters showing their appreciation and took part in the NHS clap every week. They have also been adhering to government guidelines, with some taking up daily exercise in the form of bike rides and daily walks as well as using all available technology to keep in touch with friends and family.



From the Ground UP..

Residents at Violet Court have been keeping busy by doing loads of gardening during lockdown.

Bruno House and their lovely tranquil garden being watered by Mrs McLeod.

RESIDENT DIARIES



Birthday and BBQ

Residents at Mayfair celebrated a birthday and discussed the importance of equality and diversity with a BBQ on a lovely summers' day in June in their back garden – Happy Birthday Ben!



Coffee Morning and BBQ

Ambrose and Bonfield residents had another socially distanced coffee morning on July 21. This was an extra special coffee morning, as three residents celebrated their 80th birthdays - happy birthday to all!

Garden Assault Course

BLH set up an assault course in their back garden to keep active and build on their fitness – great work Anna and team! This included:

1		Hit the hoop	5		Peg Target
2		Through the hula hoop	6		Balancing
3		Walk the plank	7		Knees up
4		Hockey slalom	8		Target practice

Phew! We are exhausted just by reading them – we hope the residents really enjoyed the challenge.

Also, check out their vegetable garden.



RESIDENT DIARIES



Pride Day

Newark Knok celebrated Pride on a lovely sunny day in their garden by decorating it with balloons and confetti. They also had an in-house DJ in the form of tenant DP. It was very well attended by residents and there was plenty of food and drinks to enjoy. Well done to Christine and the team for organising the very successful event. Looks like DJ DP kept the group entertained!



Pride Hand Delivered

Residents at Dove Close got Pride hand delivered to their doorstep by April Redding during lockdown.

Pride garden party – Heron Crescent



Liberty House
Pride decorations



Eid Celebrations

Eid celebrations were held at Phoenix Court, as Abdi Mohamed took it upon himself to share the festivities with all the residents and ordered lunch for everyone from their local Somali restaurant with a grant provided by us and with the help of our very own Muna Mohamoud (SHA).

Resident Juan Leal said: 'It was really nice to see our Muslim neighbours coming together and including us in their celebrations and excellent to know you do not have to be Muslim to be included. The food was magic. My late mum Sonia Leal always loved going to the Eid parties held at Phoenix court and would've loved the food again this year.'

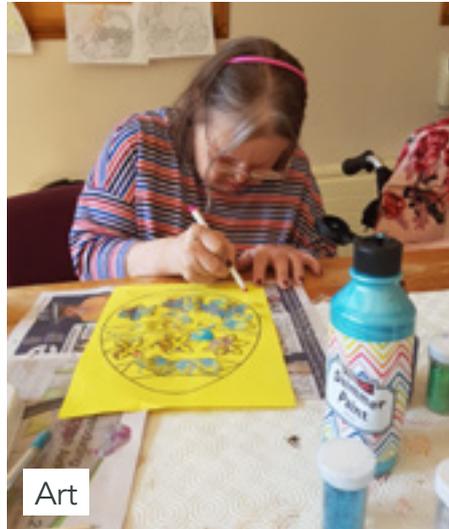
Paola Valliant added: 'I'm so happy, it's very generous of them to celebrate their Eid with everyone and its beautiful to see everyone united. The food was wonderful'.

RESIDENT DIARIES

Lockdown at nightingale – what did they NOT do?



Easter



Art



Grease night



Birthday





THANK YOU

to all L&Q Living Volunteers



We would like to say a massive thank you to all the volunteers from across L&Q that have given their time to help L&Q Living during the pandemic. Here are three of our helpful heroes:



James Varley who is currently volunteering at Coxley House as a cook.



Christopher Briggs who is volunteering as a cook at Helena Road.



Kieran Murphy who is also volunteering as a cook at Helena Road.

James Varley said: 'I'm really enjoying cooking at Coxley House. Staff and residents have made me feel like part of the family, including letting me play some socially distanced table tennis with them after lunch! I have really benefitted from going down and helping out and would recommend volunteering in LQL to anyone interested.'

Kieran Murphy added: 'The staff at Helena Road care home do an amazing job caring for the residents, it has been a pleasure being able to help out during these uncertain times.'

Please find below a list of all the volunteers – thank you all for your kindness in these difficult times.

**James
Varley**

**Christopher
Briggs**

**Amelia
Rimington**

**Simone
Taylor**

**Kieran
Murphy**

**Claire
Waldock**

**Taylah
Garner**

**Frankie
Watson**

**Susan
Lane**

**Bijal
Mehta**

**Antonio
Zarrelli**

**Ruth
White**

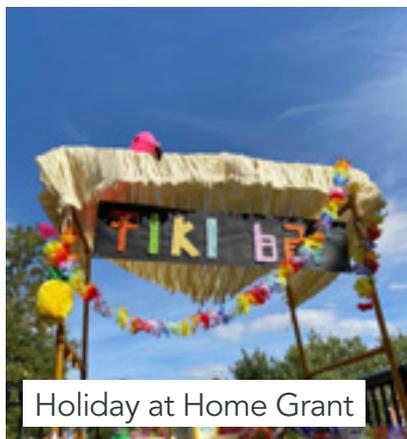
RESIDENT DIARIES



Painting at Coxley

Did you know Coxley House have their very own art gallery? Residents take part in weekly art sessions on their very own art room which is part of the recovery area. This week tenant KD won the very coveted best art of the week award for their painting of the famous 'War Horse'.

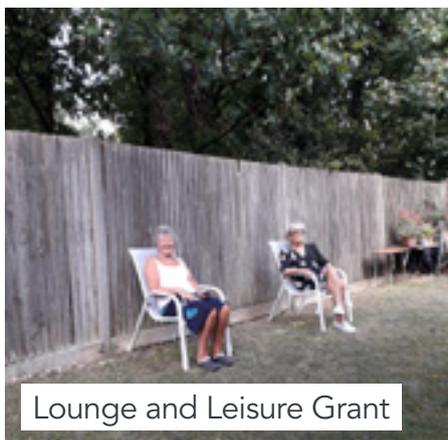
SNEAK PEEK- next edition of the Newsletter



Holiday at Home Grant



Get Active in the Garden Grant



Lounge and Leisure Grant

Lounge and Leisure Grant

73 Applications
£13,093.12 given out!

Get Active in the Garden Grant

55 Applications
£4,989.51 given out!

MEET THE TEAM

This issue, we have two of our Care and Support Scheme Managers, Alina Harris and Rogerio Cardoso De Oliveira, in the hot seat to answer our questions.



ALINA HARRIS

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

Being part of an amazing team who are dedicated and focused on achieving the best outcomes with and on behalf of the people they support.

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

Sundays, because I love a Sunday roast followed by a film, cuddled up with the kids on the sofa.

Coffee or tea?

Strong coffee, soya milk and half a sugar.

What do you do in your free time?

I listen to podcasts, cross-stich and tidy up after my children who seem to forget what bins and wash baskets are used for.

What would your autobiography be called?

Alina Harris went to Paris, or did she?

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

Jessica Jones, who has a great sense of justice and sees people for who they truly are. Also, she can jump very high.

What is your favourite lunch hotspot?

My kitchen, with my favourite music playing loudly.

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

Whoopie Goldberg, Sindhu Vee, George Orwell. Great conversation with three people who will have fantastic stories to tell.



ROGERIO CARDOSO DE OLIVEIRA

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

Apart from supporting my clients to improve their quality of life, I would say the people.

What's the most challenging part of your role?

Managing people.

What is your favourite day of the week and why?

Thursday, because its nearly the weekend.

Coffee or tea?

Coffee, always.

What do you do in your free time?

Cycling, socialising with friends or spending time with my husband.

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

Smiling more.

Where would you go in a time machine?

Back to the 70's.

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

Whitney Houston, Gandhi and Barack Obama.



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

**COMING
SOON**

Life in Lockdown Competition



Lockdown
has been a
challenging
time for us all!

Thank you to all that have entered and keep an eye out for the booklet that we will publish with all the great short stories, poems and pictures/videos that you have sent in.



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.



Dementia and Mental Health Awareness Month October 2020

GET INVOLVED

MONDAY

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



TUESDAY

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



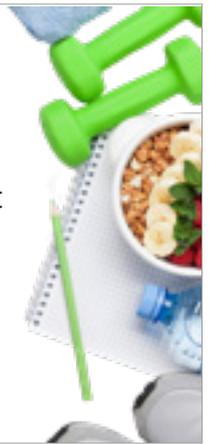
WEDNESDAY

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



THURSDAY

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

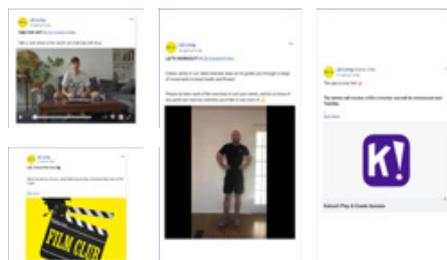


FRIDAY

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



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 and 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 above).

EMPLOYMENT SUPPORT TEAM

After adapting to life in lockdown, the Employment Support team are now offering a fully digital service to our residents.

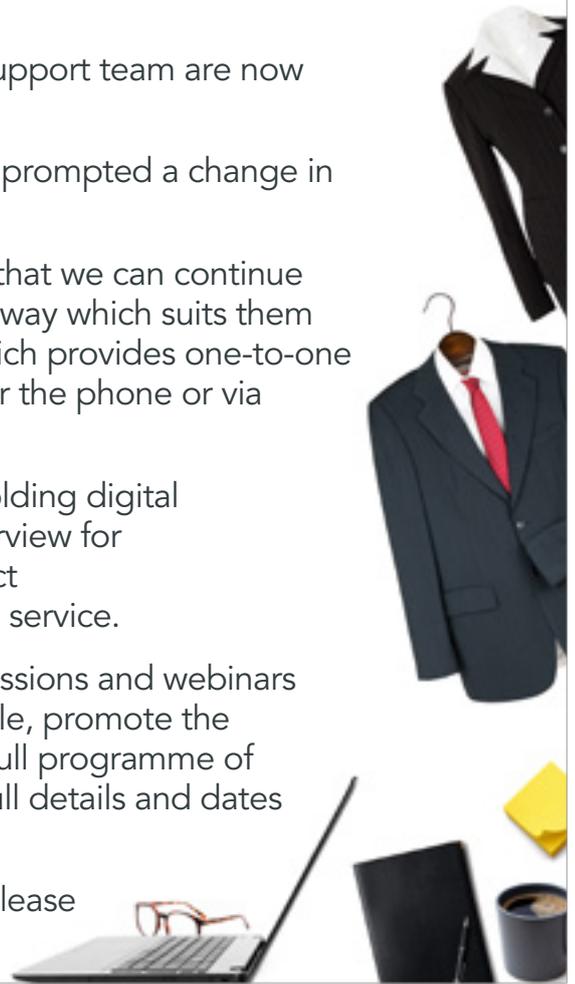
Lockdown has reshaped the employment market and prompted a change in the way that we deliver our services.

In response, we have adapted our offer to make sure that we can continue to support our residents and help them find Jobs in a way which suits them best. We are now offering E-Employment support which provides one-to-one employment advice, support and guidance either over the phone or via various digital platforms.

We are also providing E-Recruitment, with our staff holding digital screening sessions for residents to meet with and interview for employers from our vast local networkS. Please contact aqureshi@lqgroup.org.uk to find out more about this service.

Finally, we are providing E-Learning through online sessions and webinars which offer advice on how to become more employable, promote the wellbeing of our residents and help tackle anxiety. A full programme of E-Learning sessions is currently in development and full details and dates will be released shortly.

To refer residents to our service or to find out more, please email employmentsupport@lqgroup.org.uk



FEED ME GOOD

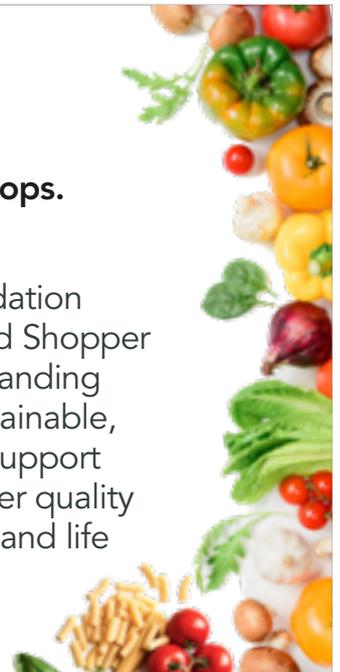
How to be a smart shopper online

Starts Monday 10 August at 12pm – 1pm on weekly zoom workshops.

Please book your place on info@feedmegood.co.uk

Feed Me Good is a young social enterprise funded by the L&Q Foundation that has been in operation for over five years. How to be a Smart Food Shopper is all about breaking down barriers relating to food shopping, understanding healthy eating, cooking and its benefits, and exploring how to be sustainable, money wise and an indoor gardener. The purpose of their work is to support and empower communities, corporates and individuals to have a better quality of life through their teaching of a variety of healthy foods, knowledge and life skills. Sounds like something you would be interested in?

Contact info@feedmegood.co.uk today.



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



COVID-19 Guidance

Face coverings: when to wear one

Different regulations exist for wearing face coverings in different parts of the UK. In England, you must wear a face covering by law in the following settings:

- Public transport
- Indoor transport hubs (airports, rail and tram stations and terminals, maritime ports and terminals, bus and coach stations and terminals)
- Shops and supermarkets (places which are open to the public and that wholly or mainly offer goods or services for retail sale or hire)
- Indoor shopping centers
- Banks, building societies and post offices (including credit unions, short-term loan providers, savings club and money service businesses)

You are expected to wear a face covering immediately before entering any of these settings and must keep it on until you leave.

For members of the public, from **8 August** the places where you will have to wear a face covering will be expanded to include:

- Funeral directors
- Premises providing professional, legal or financial services
- Cinemas
- Theatres
- Bingo halls
- Concert halls
- Museums, galleries, aquariums, indoor zoos or visitor farms, or other indoor tourist, heritage or cultural sites.
- Nail, beauty, hair salons and barbers - other than where necessary to remove for treatments
- Massage parlours
- Public areas in hotels and hostels
- Place of worship
- Libraries and public reading rooms
- Community centers
- Social clubs
- Tattoo and piercing parlours
- Indoor entertainment venues (amusement arcades, funfairs, adventure activities e.g. laser quest, go-karting, escape rooms, heritage sites etc.)
- Storage and distribution facilities
- Veterinary services.
- Auction houses

You are also strongly encouraged to wear a face covering in other enclosed public spaces where social distancing may be difficult and where you come into contact with people you do not normally meet.

Please be aware that government guidance is regularly updated. For the most recent information please visit:

➤ <https://www.gov.uk/coronavirus>

WASH YOUR HANDS, COVER YOUR FACE, MAKE SPACE

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.

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

All correct entries will be put into a draw and a random winner will be selected. Closing date for entry is **30 October 2020**.

Riddle Me This!

NEW

If eleven plus two equals one, what does nine plus five equal?

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