

# inclusion

Personalised support *for an independent life*

## Happy Anniversary!

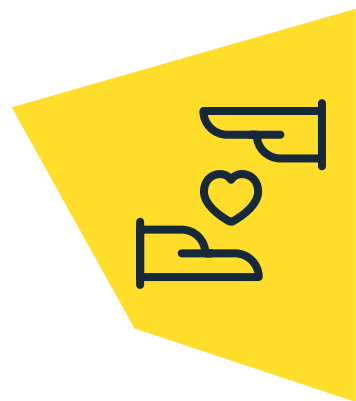
Celebrating 10 years  
of community,  
collaboration and care  
at Dreywood Court.



Scan here to view  
the electronic copy







# Dreywood Court

## Celebrates 10th Anniversary

Residents, family and colleagues joined to celebrate the 10-year anniversary of Dreywood Court. Dreywood Court, based in Havering, first opened on 15 July 2013 and is L&Q Living's (LQL) largest extra care service. Celebrations included a feast and entertainment for guests in a wonderfully decorated communal lounge.









# Resident Diaries

## Cornell Court's Rising Star

“Philip came to Cornell Court in October 2022. He has learning disabilities and schizophrenia. Phil has lived with his mother and sister all his life and when his mother passed away his sister became his carer. Phil moved to Cornell to give his sister a break and so he could gain independence, life skills and make new friends.

“When Phil moved in about a week later, I spoke with his social worker and Samantha from the café. Samantha was happy to take Phil a couple of days a week as a student, his social worker agreed, and her managers also agreed and so Phil became a Café Cornell student two days a week. Phil is loving it and he is gaining independence and the life skills he was lacking; he has passed his first module on the ASDAN Course recently. “I spoke with Phil’s social worker yesterday and she is so pleased at Phil’s progress. He has now been allowed to be a student five days a week and Samantha is happy to take him.

“Phil is so proud of his award and having a job at the café. He loves going to the allotment with the other students on a Friday where they grow produce and bring it back to the café and cook it.

“Phil has made many new friends with the students at Café Cornell. The social worker thanked me saying she is always telling everyone how wonderful Cornell Court is and it is such a fabulous place to live, and she recommends it to everyone. That has made me feel proud and very happy that we have made such a difference to Phil's life.”

Amanda Mudie – Scheme Manager at Cornell Court



## Communicating Across Generations

**In a bid to combat loneliness and to support the general wellbeing of our residents, LQL and Silver Stories – a charity which encourages primary school children to read to older people via weekly telephone calls – has joined forces to recruit ‘Silver Listeners’ across our schemes.**

Our LQL resident Joyce Bowett, of Newhaven, Timperley, is one of handful of our customers who jumped at the chance to become a Silver Listener.

Joyce said: “I love the wonderful friendships that have developed and the interaction of the generations. I really enjoy our time together and definitely recommend becoming a Silver Listener. There is a real feeling of satisfaction, a real sense of doing something helpful, friendship and company.”

To read more about the charity and its wonderful work, visit [www.silverstories.co.uk](http://www.silverstories.co.uk)





# Stroke Sufferer Praises Limelight for its Excellence

“Living here has been a lifesaver.”

Our LQL customer Raj Singh’s life turned upside down when he suffered a massive stroke in his late 40s.

**"I think if I lived in a regular house, I'd have had a mental breakdown by now"**

Raj Singh

With a bleed on his brain the prognosis looked bleak, and Raj was given just six hours to live. Miraculously, he pulled through those critical hours, but the stroke left a devastating impact – he was paralysed down his left side and now relies largely on his wheelchair to get about.

“It was a very scary time,” recalls the 55-year-old barrister, who spent almost a year in hospital. “I was speaking on the phone to a client, and it felt like my voice was bubbling, a little bit like I was gargling water. I knew something wasn’t right. I dialled 999 and told them I think I am having a stroke.”

Not only had the stroke affected Raj’s balance, but he’d lost 10% of his brain function. When he was eventually discharged from the hospital, he moved into a semi-detached house, but he quickly realised the house didn’t suit his needs.

With his family's help and support, he secured a place at Limelight’s Extra Care scheme in Old Trafford, Greater Manchester. The scheme offers many facilities, community activities and services, and 81 beautiful care apartments.

“I think if I lived in a regular house, I'd have had a mental breakdown by now,” said Raj. “If you're going to have a stroke, which is a horrible experience, the best place to be allowed to rehabilitate is somewhere like Limelight. I still get some degree of independence and I'm blessed with great carers.”

Raj has two carers to help in the mornings and evenings. His stroke has affected his mobility, and, with only one functioning hand, Raj needs help to get himself dressed. “My left hand doesn’t work as it’s gone into early retirement,” he laughs. “For me to stand and walk I need a foot brace on and that is a struggle to get on even with a carer with two functioning hands.

“I have to say, what surprises me, maybe it’s because of who I am, I have never felt lonely, or anything like that since I’ve been at Limelight. Living here has been a lifesaver, I think otherwise I would have had that evil thing called depression, but because I am a bit of nuisance, I get on well with people and can have a laugh.”



Charlie Culshaw, Director of Care and Support, added:

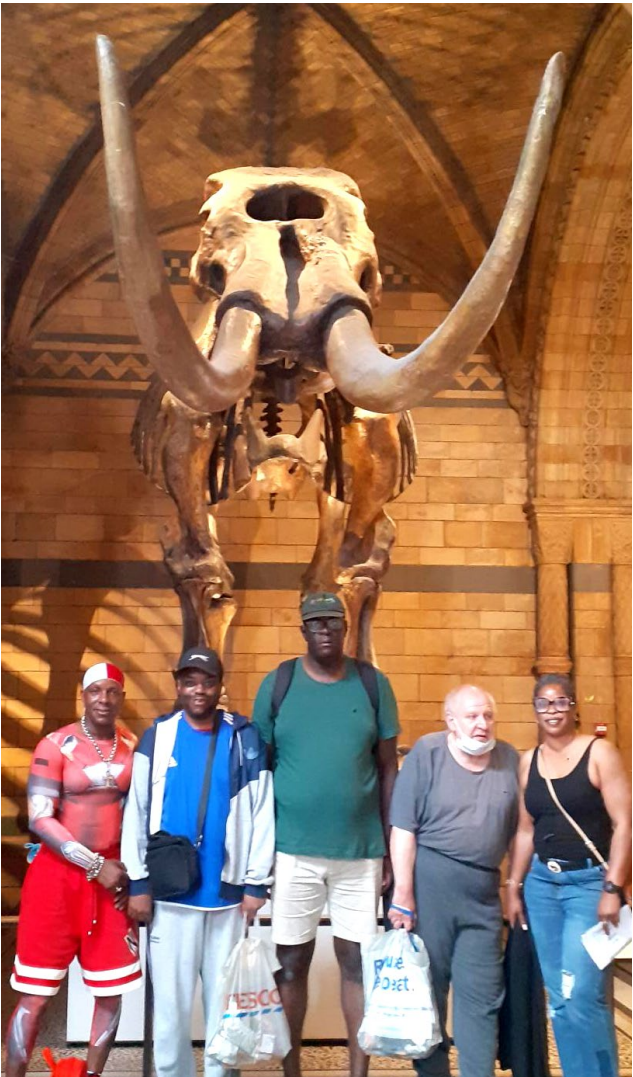
“I am delighted that the Limelight team were able to step in and help Mr Singh in his time of need after having a stroke. They have played a crucial role in his recovery and rehabilitation. I found this story heart-warming but not surprising because I have always been impressed by how passionate our Trafford teams are on what they do.

“I have witnessed the amazing person-centred care and support that the team provides at Limelight and across all Trafford services. At L&Q Living, we apply the ‘Mum’ test to what we do. We ask the question, “Would I want my own mother or loved one to live here?” If the answer is no, we know we need to act. I can categorically say that Limelight and our other Trafford services pass the Mum test. I want to thank all the team at Limelight for the compassion and care you have shown Mr Singh.”



Summer Fun at Evelyn Road

Residents at Evelyn Road have had a fun filled summer venturing out to Natural History Museum, Healthier Life event and Mental Health Wellbeing Fair.



Summer Fun at Evelyn Road





**A life Well Lived**

**Karen from Barnes Court was supported celebrate the life of her father with a heartwarming ceremony, joined by family, friends and loved ones.**



**Teamwork makes the Dreamwork**

**Volunteers from across the business visited Halley Road to refresh the living room and upstairs bedroom with a top-tier paint makeover. A huge thanks to Paresh and the team!**



**Pride**

**Residents came together in celebration of London Pride at Violet Court.**



**National Smile Month**

**Coxley House celebrated National Smile Month in style, dedicated to promoting good oral health and improving the nation's smiles!**





# World Suicide Day



**10 September 2023 was World Suicide Day.**

**Every year, Suicide Prevention UK raise awareness to prevent suicide.**

In the UK, men are three times as likely to die by suicide than women. While there has been a reduction in the number of people committing suicide over the last 10 years, the numbers are still worryingly high. World Suicide Prevention Day aims to start the conversation about suicide and to show that recovery is possible.

Many people struggle to cope at one point or another of their lives. Reaching out to someone could help them know that someone cares, that they are valued, and help them access the support they need.

**Everyone copes and reacts in their own way, but Samaritans have put together some signs to look out for, including:**

- Feeling restless and agitated
- Feeling angry and aggressive
- Feeling tearful
- Being tired or lacking in energy.

National Suicide Prevention Helpline UK is a helpline offering a supportive listening service to anyone with thoughts of suicide.

They are open from 6pm to midnight everyday on **0800 689 5652**. Anybody is welcome to call us if they need to talk.

The helpline volunteers are empathic and non-judgemental, providing a space and time for you to talk about how you're feeling or somebody close to you.

The helpline is a confidential service for those aged 18 or over. For more information on confidentiality, please visit their homepage. [www.spuk.org.uk](http://www.spuk.org.uk)

**In a life-threatening emergency, always dial 999 first.**

If you or someone you are concerned about is in an emotional or mental health crisis that requires an urgent response, then: **Contact the person's GP, or the GP out of hours service or call NHS on 111.**

If you have serious concerns for someone's immediate safety then they can go to Accident and Emergency or phone the emergency services 999 for assistance.

We have created a suicide self-help pack that is available to all our residents. If you experience suicidal thoughts, please speak to your support worker or housing officer because help is available.

# 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](mailto:inclusion@lqgroup.org.uk)



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

### Tolpuddle House and Railway Meadow

👤 Alyson Nugent/Chrissie O'hanlon

✉ [alyson.nugent@lq-living.co.uk](mailto:alyson.nugent@lq-living.co.uk)

### Grove Farm

👤 Shabanaz Begum

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

### Coxley House

👤 Shabanaz Begum

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

## Meet the team...

This issue Activities & Wellbeing Coordinator Melanie Merchant answers our questions.

### Melanie Merchant

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

Working with my wonderful team of Scheme Managers and Care team. We all work together every day to provide the best outcomes for our older customers, which allows them to live their lives independently.

**What's the most challenging part of your role?**

Managing expectations.

**Coffee or tea?**

Fennel tea.

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

I would be Storm, who for a time was the leader of the X-Men. Storm controlled the weather and used this ability to help those in need as well as against the bad guys. Reading about Storm when I was young is the reason, I'm such a massive Marvel/Sci-fi fan.

**What is currently on your bucket list?**

To visit Japan, I love the culture, traditions, food and would particularly like to visit during the Sakura (Cherry Blossom) season.

**Best vacation you have been to?**

Not a vacation as such, but I attended Wimbledon for the first time this year for three days and it was amazing.

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

The Geisel Library.

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

I don't have a pet 😊



**If you could only have one meal for the rest of your life, what would it be?**

Oxtail, white rice, steamed veg, with homemade coleslaw is my absolute favourite.

**Where would you go in a time machine?**

This is a hard one. Probably to Ancient Egypt to see how the pyramids were actually built. Were they built by humans or alien visitors???

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

Lottery winner!!!

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

Althea Gibson, Betty Davies and Katherine Johnson. They were all passionate, hardworking and broke barriers.



## Coming soon!

September – L&Q Living's Got Talent 2023 (see who wins in the Autumn newsletter!)



# 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.

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

## 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.

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

## Riddle Me This!

I'm tall when I'm young and I'm short when I'm old. What am I?

\_\_\_\_\_

## Can you find these hidden words?

Dreywood  
Anniversary  
Summer  
Social  
Barbeque

Pride  
Silver  
Smile  
Teamwork  
Prevention

Talent  
Sun  
Holiday  
Beach  
Sand



## 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](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 3 Nov 2023.







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

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29-35 West Ham Lane,  
London, E15 4PH  
T: 0300 456 9998  
W: [www.lqgroup.org.uk](http://www.lqgroup.org.uk)  
E: [aleem.hussain@lq-living.co.uk](mailto:aleem.hussain@lq-living.co.uk)