

IMAGINE ACT SUCCEED



Listening with intent, acting with purpose

IAS Newsletter Edition 35

25 YEARS

A quarter century of support!



Congratulations to Jean Ranicar who in May 2015 was the first employee to reach 25 years' service! Jean has worked in Salford and Trafford and has worked with and has great relationships with many people we support, their families and staff.

We would all like to thank Jean for her commitment and contribution over the last 25 years.

Ian presented Jean with some flowers and reminded us that we have almost supported him for 25 years too!

Robert and Lynnn make their move



After over 30 years living in their house in Monton, brother and sister Robert and Lynn decided it was time to look at something that was more suitable for their needs. The current house was too big and keeping the place warm in winter meant that running cost were high.

So the search was on for a ground floor 2 bed flat. Lynn and Robert both wanted to stay as close to Monton as possible. After visiting local letting agents and looking on line, after a week or two a flat became available. Robert and Lynn went to view with their sister Mandy and Social Worker Suzanne. They were both in immediate agreement that they wanted to take the flat. They felt that the area was ideal, and very close to their previous home.

Obviously after leaving a place that has been your home for such a long time it was a big and brave step for both Robert and Lynn to take. They had lots of happy memories. However they have both now moved and settled in. Lynn said "The flat is fine. It has all we need and we feel safe. There are still one or two things we need to sort out but we like it". Needless to say Robert and Lynn are looking forward to making the place their own.

Robert said "It's not far to walk into the centre of Monton. There's not many roads to cross". A perfect location!

This whole process has boosted Rob and Lynn's confidence now and they know that they can live in the way we want to. Robert and Lynn wanted to thank their family, staff team and social workers Joanne and Suzanne for all the help and support to make the move happen.



Food for Thought

For the second year running Oldham Tenants Forum agreed that the proceeds from the raffle held during the Quality Celebration would be donated to Oldham Food bank to help families in the local area who are experiencing hard times.

The raffle raised £122.00 which Gaynor was proud to present to Oldham Food bank. They were very happy to receive this and would like to pass their thanks on to everyone involved.

It's really important to be involved and be part of our local communities!





All the best Simon!

We wanted to say an official goodbye to a long serving Support worker Simon Battersby. Simon has worked for IAS for the last 18 years and has recently left IAS.

Simon worked at Lakes Terrace for many years supporting Stuart, Frank, Patrick and Roy and what times they had.

Simon has supported Stuart on lots of holidays abroad, including a trip to Canada where he took a helicopter ride over Niagara Falls. He supported Frank in celebrating his 60th birthday where Frank hired a limousine for the night and had a Marilyn Monroe theme, he has also been on a cruise, to Disneyworld and swam with dolphins. When Roy, Patrick and Stuart moved to new homes Simon was there helping the moves go smoothly.

In recent years Simon has been involved in the setting up and running of Wednesday club where he supported lots of different people across the Wigan and Leigh area, being part of organising parties at Halloween and Christmas.

Simon was an active member of the SDF and enjoyed being part of it.

Simon likes a good laugh, a good moan and a good chin wag with everyone! You knew if you were on shift with Simon it would be a good fun day and definitely whoever Simon was supporting would always have a good fun day, usually out and about in the community.

Simon always says he has gone downhill since turning 40, but that didn't stop him getting up on karaoke on a night out with everyone from work and blasting out a song or two shocking everyone with his really good singing voice.

Everyone seems to know Simon from one place or another and it would seem wrong for him to leave the company quietly without any acknowledgment of everything that he has achieved, help others achieve and been a part of over the years. At his leaving do people said how much they would miss him, miss his laughs and his wit, as well as his cooking!

We all wish Simon the best for the future.

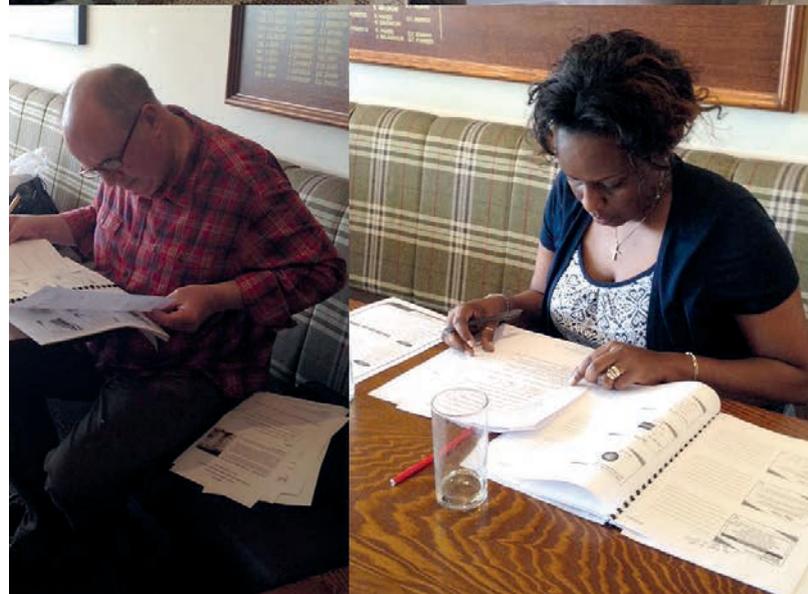
A Safe Investment!

On 3rd & 4th June 2015 a selection of Senior Managers and Team Leaders took on the challenge of completing their IOSH qualification, IOSH means Institution of Occupational Safety and Health and is a nationally recognised qualification.



We at Imagine Act and Succeed adopt a positive culture in relation to Health and Safety and this training will give our senior leaders the necessary knowledge and skills to maintain the high standards already set across the organisation. It is one of our main priorities that we continue to support people to stay safe and we ensure the health and safety of all our employees is monitored and reviewed with care. The investment in this training is an example of how important we value Health and Safety within IAS.

This was quite an intense 2 day course with an exam at the end so a big well done to everyone in gaining this qualification.



Working Together

This year we had a change from our usual celebration day and decided to get a large group of people together to use a process called Working Together for Change. It is an organised way to consult with a cross section of the organisation.

On the 5th and 6th of March we held two really successful days around working together for change. This was a great opportunity for the people we support, their families, staff and the trustees to come together. Over 90 people attended the two days at Haigh Hall.

The purpose of the days was to analyse information taken from peoples person centred reviews. Each network submitted direct information from people's reviews, what people are saying that's working for them, what's not working and what people want for the future.

This information was collated so that we could understand what we are doing well and where we need to put out energy in the coming year.

Nine priorities were identified and each network and department has a clear and explicit action plan.

There is a lot of information to understand and make sense of. Lots of great ideas were generated. I think it is really interesting that we continue to

develop our work around Just Enough Support and that some people we support are now seeing this as an expectation and want what others are experiencing.

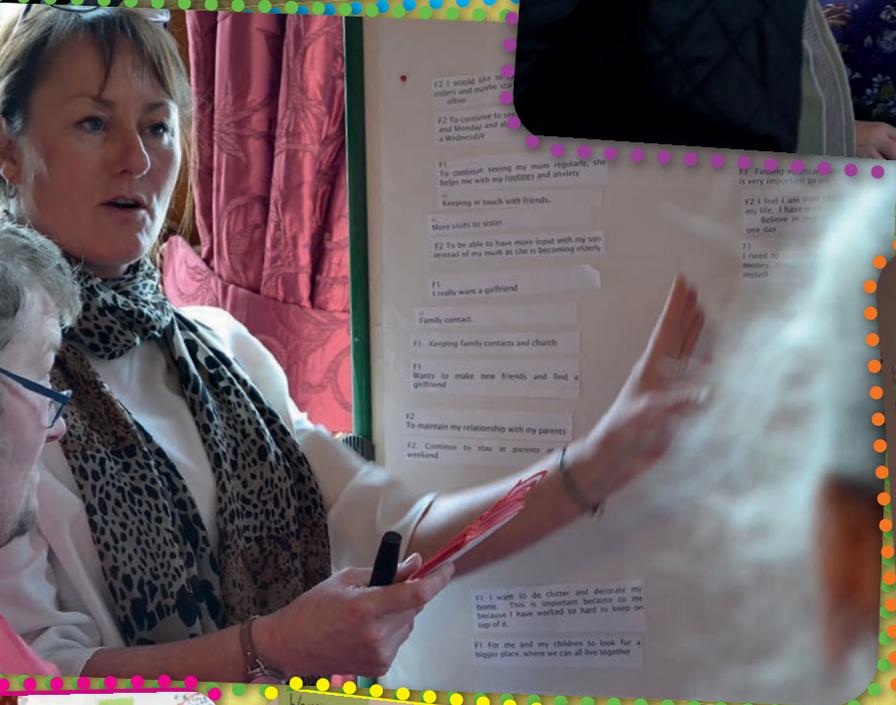
Other than the work we completed it was a wonderful opportunity for people to spend time together and I have to say it was a brilliant atmosphere.

Thanks to everyone for their contribution to the two days

Ruth Gorman
Chief Executive Officer



ner For Change



F2. She said she would like to live here for ever

We would like to pay tribute to a very special person, Colin, who sadly passed away on 9th April 2015, leaving lots of good memories for those of us lucky enough to have known him. Colin came from a lovely village in Bacup and lived with his grandparents until they passed away. Colin went to live in Brockhall and then Calderstones which was a shock for Colin as he lost his freedom. But Colin was made of strong stuff and he also had a mischievous sense of humour which helped see Colin through until IAS came to his rescue and resettled him in a lovely detached bungalow in its own grounds.



It's fair to say that Colin wasn't dealt a handful of aces and consequently he lived a large part of his life in the care of others.

But, he played the cards he had and didn't he play them well.

Wherever he lived over the years, Lilylane, Thornfield Close, Patterdale. He always ruled the roost. He was known as 'The Boss', it even said so on his favourite cup. He was set in his ways and possessed a bit of a stubborn streak, with things having to be done his way and on his terms. But this didn't make people dislike him, just the opposite in fact. Because he was also a bit of a charmer and had the ability to have people eating out of his hand. He also had a mischievous sense of humour and people loved him for it.

Colin shared with three other gents and, as you can imagine, it was lively to say the least. Colin got his freedom back and used to trot off to the shops where neighbours got to know him. Colin also had a greenhouse where he grew strawberries and he also had a rabbit.

Goodbye Colin

It was then things changed and Colin went to live by himself in Whelford drive where he has 1-1 attention from staff, purchased a car and got out and about. In his own time Colin used to recall tales of his past life to staff. Colin was then on the move again to another bungalow in Thornfield Close. One again Colin had 1-1 support and got out and about most days. Colin even went to Benidorm twice and pilgrimages to Lourdes which Colin enjoyed as he was very respectful of the church. Colin loved being on a plane and looking through the window.

Colin's health started to deteriorate and he needed more help so a move was made to Patterdale, where once again Colin shared with two more people. Colin got to go on his last holiday in October where he went to Monkey World and adopted a chimp named 'Bert'.

Sadly, Colin became unwell and after a brave fight Colin passed away on 9/4/15, surrounded by his beloved sister and brother in law who have been constant in his life and gave Colin a send-off fit for a king. Colin is laid to rest in the most stunning of places where he overlooks Bacup.

Below is a touching tribute which Colin's brother in law read out at his funeral, which moved everyone.

God bless Colin, rest in peace – you deserve it!

This is Colin's tribute from his family:

When we come into this life, we're all dealt a different hand of cards to play, to equip us to deal with life's challenges. But sometimes it's not about how good those cards are, it's more about how we play them.



We've heard the stories about him. How, for instance, whenever a new carer arrived at Lilylane, they would soon find themselves being taken outside by Colin to look at something, only to find themselves locked out with Colin on the inside making sure they could hear that well-known laugh that he had and that's the Colin we will always remember.

When we got the call to go to the hospital late that Wednesday night a couple of weeks ago, we were keen to get there as quickly as possible to make sure he had somebody with him at the end. But we needn't have worried about that. We arrived to find that Colin had been moved to a small side-ward and there was only just enough room for Dorothy and myself to squeeze in, due to his carers being already there.

They were not already there because they were on duty, or because they were being paid to be there. There were there for Colin, because he meant so much to them and it did not occur to them to be anywhere else at that time.

They all stayed with us and fussed over Colin until he left us in the early hours of Thursday morning. It was profoundly clear how they felt about Colin. You could feel it in the room.

They are all here today too, to complete the final task. To join us, Colin's family and ensure he goes with all our love to his resting place, close to his Mum and Dad, his Grandparents and his brother Alvin.

Colin can't thank you all (his second family) for all that you have done over a lot of years, to give him a good life, so I will be privileged to do that for him now.

I thought at length how to put that thank you into words, but I decided that just three words are enough when they are said and sincerely meant.

So, from Colin, to you all, Thanks for everything.

Let's Party!

Sandra, who lives in Oldham decided to have a party for her birthday this year. It's very important to Sandra to celebrate with her friends around her. She is good friends with a lot of the people in the Oldham network and wanted to share her birthday with them. Sandra chose who she wanted to invite, and asked a member of staff to write out the invites for her.

Sandra's always up for a laugh and so she decided she wanted it to be fancy dress, so nearer the time Sarah, Sandra's support worker took Sandra and Zoe to Manchester to buy their costumes. Sandra was really chuffed with her Dorothy costume.

Sandra also had a chat with her staff about what type of party food she wanted and we went shopping for it the day before.

Everyone at Sandra's flat helped in preparing for the party, Sandra helped with decorations and balloons. Sandra really enjoyed having the party at her flat, it was a great party and Sandra and her guests had a really good time.



Farmer Fred

Hi, my name is Fred and I live in Trafford and am supported by Imagine Act and Succeed.

I would like to tell you about my visits to a local farm. I started to attend the Friendly Faces Farm about a year ago, at first I went for one afternoon a week accompanied by my support worker. About six months ago the people who run friendly faces suggested that I attended without support and they would be there for me, I now travel to and from the farm independently of IAS.

I love the things that I do on the farm and I have made many new friends. Also it means that I can use my support at different times and do more with my life. It is good to be part of a group who are doing worthwhile meaningful things. Things have gone so well that I have recently started to attend on another afternoon, and although I can find it difficult to try new things this gradual build up has worked well and I am thriving. My support team say that they are very proud of what I have achieved. As you can see from my photo I love being outside and helping.



DJ John is in the house!

My name is John, I live at Railway Road in Leigh.

Last summer we had a few parties in our conservatory and I did the DJ-ing, which I love.

Since then I have been asked to DJ at other parties. I have my own lights, CDs etc.



If anyone would like me to DJ for them you can contact me via the Leigh Office on 01942 269497.



Health Assured

IAS value the health and wellbeing of staff, and have funded a new staff benefit with this in mind. Balancing everyday life together with the requirements of work and home can create pressures for all of us, to assist you in achieving this balance we have put an Employee Assistance Programme (EAP) in place.

Our EAP is provided by Health Assured an independent external organisation who work to a robust professional code of strict confidentiality.

The EAP is intended to help staff deal with personal problems that might impact their health, and wellbeing.

The EAP offers cover for the staff member and their immediate family members who reside at the same address, including children in full-time education. The service provides access to:

- Stress helpline
- Structured telephone counselling
- Referral to face to face counselling (staff member only)
- Referral to serious illness and accident support
- Tax advice
- Legal advice (the EAP will not provide employment law advice)
- Eldercare information
- Childcare information
- Medical information

www.healthassuredeap.co.uk

In addition as part of the Health Assured EAP, staff have access to a range of useful online tools. These include:

- Emotional support
- Fitness advice (including video demonstrations)
- Personal coaching tool
- Health assessment
- Medical information

These are all accessible via the Health Assured website www.healthassuredeap.co.uk and every staff member will be able to login and use the tools.

The EAP helpline is open 24 hours a day, 7 days a week, 365 days a year. Your call will be answered by a fully trained and qualified counsellor who will provide initial emotional support. Should you need it you will be referred to a lawyer, nurse, doctor etc. according to your own specific requirements.

We really hope that our staff members will find this a really useful and supportive benefit.

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