

MY NEWSLETTER

2014
ISSUE 1

LEARNING INDEPENDENCE FOREVER

MYLIFELEARNING.CO.UK



SI→C CONFERENCE

UPDATE ON MYLIFE

SOCIAL MEDIA

MY VIEWPOINT

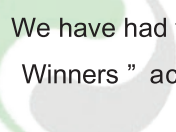


INVESTORS
IN PEOPLE

OUR VISION, MISSION AND CULTURE

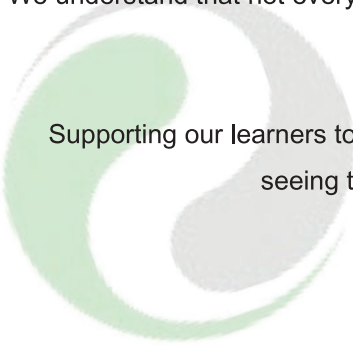
Here at MYLIFE we have a vision of helping all to live in a happy, secure, enjoyable and independent life. We focus on supporting our learners to take charge of their own life and helping them to manage the responsibilities that go along with it.

Our programme covers all aspect of life from managing money to dealing with conflicts, 21 different topics are covered. We use a tailored way of teaching that suits each individual, as some gain more from a class room environment and others learn more from a practical session.



We have had the privilege of winning many awards locally in Thurrock and Essex. We were also awarded the “Winner of the Winners ” accolade from Skills for care 2012. However our biggest success is that we have been able to move a number of our learners from 24hour residential care to a more independent life.

We understand that not everyone will be able to live in a fully independent manner however we do believe that everyone can reach their best level of independence.



Supporting our learners to reach their goals is not always easy and at times can be very challenging but the reward of seeing them reach where they want to be in life far outweighs any obstacle faced.

Andrew Azzopardi

Sunnyside House




Sunnyside House
130 High Street
Aveley
Essex
RM15 4BX

Manager: Stacey Linnen
Tel: 01708 862 880
Email: care@sunnysidehouse.co.uk
Website: www.sunnysidehouse.co.uk

Sunnyside House is an 11 bedroom care home with 3 additional specialists flat. We have one internal unit and 2 external training flats for our learners to practise their independence skills in a safe environment.

Approach Lodge



Approach Lodge
2 Approach Road
Bethnal Green
Tower Hamlets
E2 9LY

Manager: Jimmy B Songa
Tel: 0208981 4025
Email: care@approachlodge.co.uk
Website: www.approachlodge.co.uk

Approach Lodge is a 7 bedroom mental health rehabilitation unit in the heart of Tower Hamlets. Approach can boast of it highly trained and dedicated team. It has successfully supported a number of its learners back into the community.



SOCIAL INNOVATION FOR COMMUNITIES CONFERENCE

The My LIFE team were invited to speak at the Social Innovation for Communities Conference in April of this year. The conference was held in the city of Barcelona and was designed to highlight new and innovative ideas in health and social care. My LIFE was short listed from a pool of 150 companies down to 5 as the judging panel were impressed with the visions and mission that My LIFE has.

During the two day seminar, Andrew Azzopardi headed a presentation based on how the My LIFE Programme has positively changed the life of learners that have finished the course or who are currently enrolled on it. In addition he spoke about the benefits that authorities would receive as more learners moved toward independent living the cost of care, either in residential, domiciliary or any other care setting would decline as the need for support would be reduced.

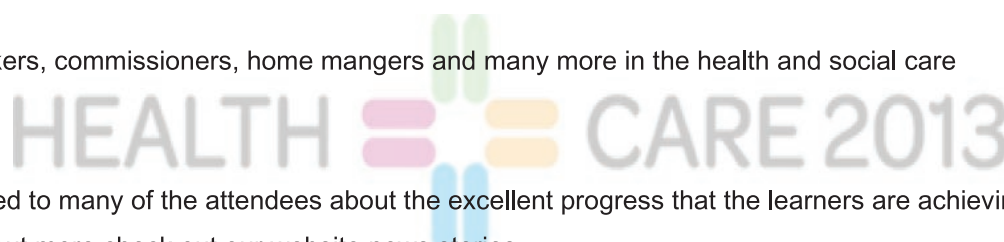
Due to the unique qualities and hall marks of success that My LIFE has, we aim that from our visit to Barcelona an international reputation of supporting those who desire to reach their goal of independent living will be built.

At the end of the conference Andrew was interviewed about the reasons why he started the My LIFE Project and what he wanted to achieve. You can watch the full interview from the S.I.C with Andrew on our YouTube channel MyLIFElearning.

SOCIAL INNOVATION FOR COMMUNITIES CONFERENCE

In an effort to bring the My Life project to the attention of the wider public we decided to hold a stand at the Health Plus Care expedition 2013. The event was held in the excel centre on the 12th –13th June 2013.

The expo was attended by social workers, commissioners, home managers and many more in the health and social care profession.



During the expo the My Life team talked to many of the attendees about the excellent progress that the learners are achieving and the programme is having, to find out more check out our website news stories.

WORKING TOGETHER WINS AWARDS

Putting its people first has enabled an Essex-based organisation to gain a nationally accredited award.

Sunnyside House, Aveley - an innovative independence training home which specialises in preparing up to 14 adults with learning disabilities for independent living, was awarded the Investors in People Standard for the way they support and motivate their team. The investors in people framework, which is suitable for organisations of any size and in any sector, transforms business performance through people, helping companies to achieve their objectives by targeting specific priorities within the organisation.

Andrew Azzopardi, Managing Director at Sunnyside House, which has some 25 employees, said “ After winning several awards in the Social Care industry at District, County and more recently National awards, our next target was to achieve recognition against the Investors in People standard and we are very proud to have achieved this ”. Organisations that have achieved the investors in People generally have lower staff turnover and sickness rates, lower recruitment costs and a reduced likelihood of litigation. In addition, they tend to have increased levels of profitability, employee engagement and productivity.

John Telfer, Managing Director of Inspiring Business Performance Ltd (IBP), the organisation that delivers Investors in People for London and the South, said: “ Sunnyside House Should be congratulated for the way in which management and staff have come together to produce real results. I hope other organisations in the industry will look to them as a great example of what can be achieved” .

To find out more about IBP and the benefits of Investors in People, visit www.inspiringbusinessperformance.co.uk, email info@ibp.co.uk or call 0800 612 3098.



KEEPING YOU UP TO DATE

We are now using Facebook, Twitter, LinkedIn, Instagram and YouTube.

We hope by using all these social media sites, we can let you know of all the good work our team is doing, along with all the progress our learners are making.

With all the brilliant feedback with our newsletters we wanted to use a different forum to allow us to get the good news out faster and keep all our friends well informed.

Why don't you check them out for yourself? Search our username;

‘ MyLIFElearning ’

FIVE YEARS OPEN AT SUNNYSIDE HOUSE

August 2013 marked the 5 year anniversary of Sunnyside House and boy have we come a long way!

With awards and accreditations now under our belt and our amazing My Life programme taking off, we are proud of the excellent team that have helped us reach this mile stone. So we would like to take this opportunity to say 'THANK YOU' to all who have had a part in our success.

We celebrated on 28th September 2013, we amalgamated our yearly fund raiser (this year 'Make a wish foundation') with the anniversary celebrations organised by Michelle Laidler and Sam Grimes. The days events were split in to two different parts. The first was open to the public to help raise money



for the 'Make a Wish Foundation' by entering raffles in the chance of winning locally donated goods like a mountain bike from Halfords. We also had face painting by Katie Bunker or you could have enjoyed a cup of tea and a slice of cake while watching the local cheerleaders; the Majorettes.

The second part of the days events was a spectacular performance from the learners, who had been practicing for the last few months to make sure their chosen song goes off without hiccough. Our learners sang songs that were important to them with a crescendo, all taking part in the last song "We are the champions".

The guests who attended where able to indulge in the fabulous buffet prepared by our own Master Chef Shyama Lutchmun, and drinks served by Matthew Smith.

The day was a big success with us raising over £1000.00 for charity.

We would like to take this opportunity to say 'THANK YOU' to all who had a part in our celebration!

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Since October 2011 My LIFE has come a long way. We have seen the creation of a dedicated training facility, the conversion of the programme into easy read, the addition of the Your Home module, the introduction of a structured teaching curriculum, high quality intensive training for tutors and the creation of a positive, well trained and dedicated team.

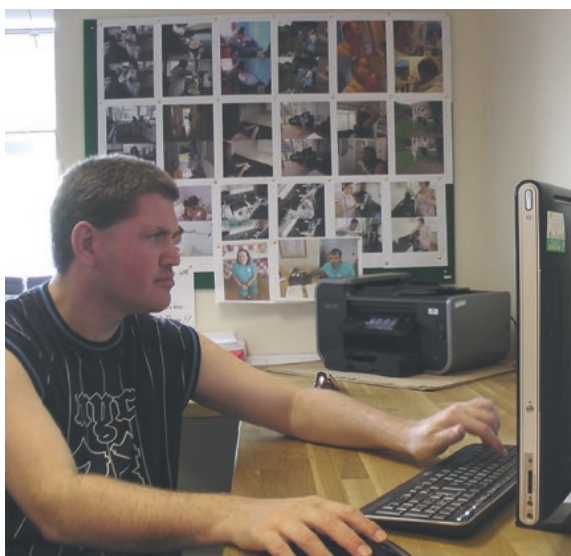
However this does not mean that we are going to stop marching forward in making My LIFE the best it can be. We are still sincere believers that the programme is the best way of supporting learners into independent living especially since we now have the evidence to prove it.

So what 's next?

The development of **My LIFE Online** has been ongoing since August 2012 and is near completion. What we are hoping to achieve with our online system is to have a fully functioning programme that can be accessed anywhere. This would mean a learner could work with a tutor in a class room facility and then login at home and review modules with a parent or carer and continue their journey.

We are confident that with the support from those at home along with the provisions of structured sessions with a tutor , an Independent life is possible for most, and My LIFE online is one way we can achieve this.

We are now fully accredited with the **National Skills Academy**. NSA helps employers increase staff skills, gives employees ways to improve their own skills, endorses quality training and work with commissioners on best practice. They also try to improve leadership and management skills that are critical in helping the social care sector deliver better care. They place person-centred values of social care at the heart of their leadership and management training. As an accredited member, we hope to be recognised as an organisation that is fully committed to continual improvements and development.

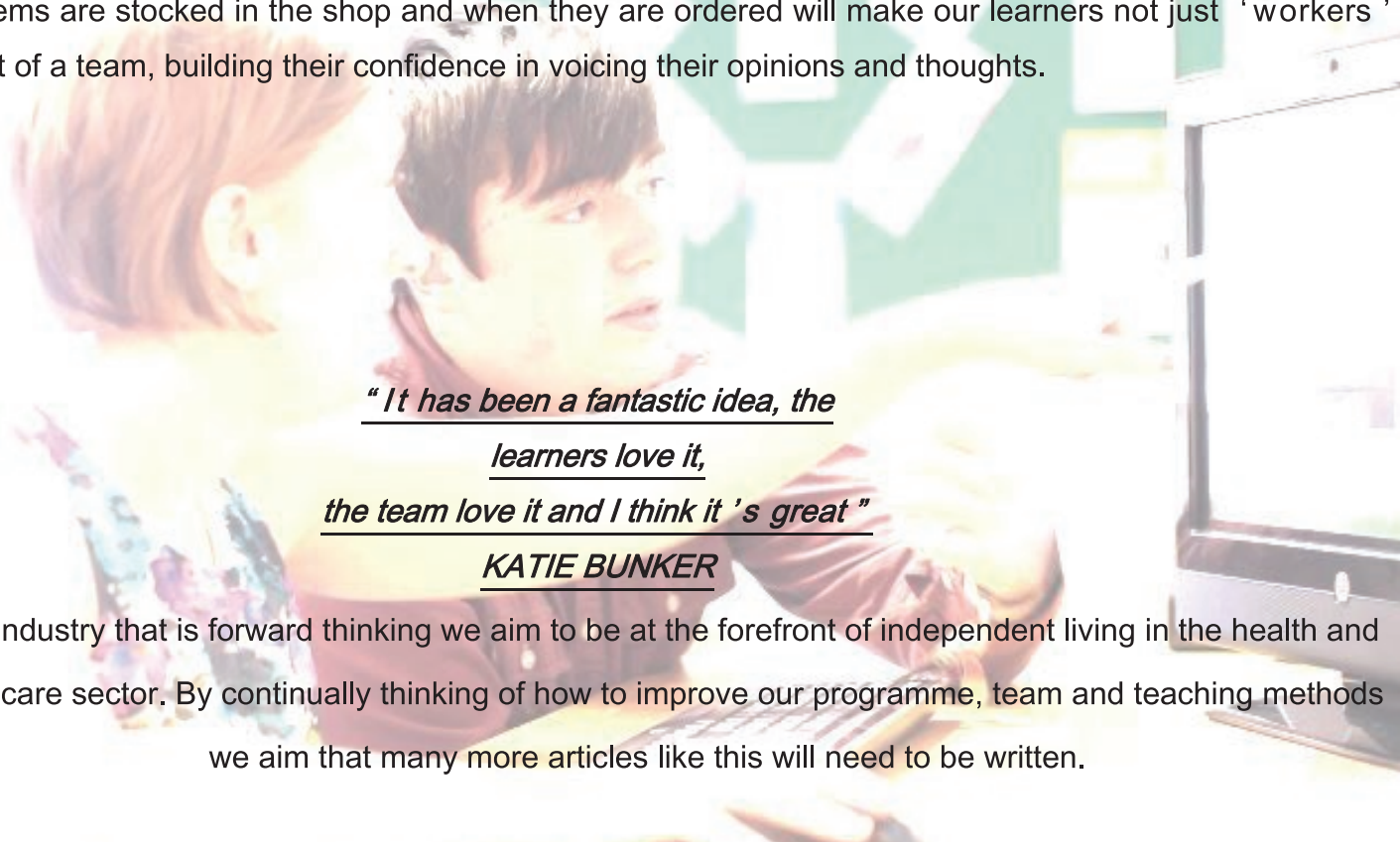


MYLIFE UPDATE MYLIFE UPDATE MYLIFE UPDATE

We have also piloted our 'My LIFE Assessor' Training course. The five day intensive course has been designed to give potential assessors the knowledge, skills and confidence to support tutors and assess learners.

When asked "why this training was important?" Jan, an assessor for My LIFE replied "Ensuring that work from both our tutors and from our learners is to a high standard is important. We are not teaching people a vocation here but how to live a happy, fulfilling, sustainable and independent life. With this in mind we must make sure that we coach our tutors and support our learners to the best of our abilities so that we can all achieve our goals. This training has given me the tools to do this and ensures that the results from our team are where we want them to be". We aim to have this training fully running in 2014.

In order to help, maintain and progress in developing skills it is important to establish an environment for learning, educating and where abilities can be nurtured. In a effort to create such an environment we decided to create a **MYLIFE shop** at Sunnyside House. By creating a 'real to life' situation it gives our learners the opportunity to gain confidence, new skills such as money management and communication skills, work experience and added responsibilities. In addition it gives our team the opportunity and setting to give praise, encouragement and highlights areas for learners to work on. An important part for our learners while working in the shop will be decision making. By giving control of what items are stocked in the shop and when they are ordered will make our learners not just 'workers' but part of a team, building their confidence in voicing their opinions and thoughts.



*"It has been a fantastic idea, the
learners love it,
the team love it and I think it 's great"*

KATIE BUNKER

In an industry that is forward thinking we aim to be at the forefront of independent living in the health and social care sector. By continually thinking of how to improve our programme, team and teaching methods we aim that many more articles like this will need to be written.

CQC COMPLIANT 3 YEARS RUNNING

The Care Quality Commission visited both Approach Lodge on the 26th July 2013 and Sunnyside House on the 24th October 2014. During their visit they audited both home and then would reach one of the following judgements in each CQC Outcome looked into:

- ✔ **Met this standard**
 ✘ **Action needed**
 ✘ **Enforcement action taken**

We are honoured to announce that they were judged as ‘Met this Standard’ in all outcome areas judged which is the best possible scoring available. We would like to congratulate everyone that supported us in achieving this goal. Below is a small overview of the reports sent from the CQC about the services we offer. To view the full reports you download them from our websites;

ApproachLodge.co.uk or SunnysideHouse.co.uk.

CareQuality Commission

Inspection Report

We are the regulator: Our job is to check whether hospitals, care homes and care services are meeting essential standards.

Sunnyside House Limited

130 High Street, Aveley, South Ockendon, RM15 4BX Tel: 01708861201

Date of Inspection: 24 October 2013 Date of Publication: December 2013

We inspected the following standards as part of a routine inspection. This is what we found:

Respecting and involving people who use services	✔	Met this standard
Care and welfare of people who use services	✔	Met this standard
Safeguarding people who use services from abuse	✔	Met this standard
Requirements relating to workers	✔	Met this standard
Assessing and monitoring the quality of service provision	✔	Met this standard

CareQuality Commission

Inspection Report

We are the regulator: Our job is to check whether hospitals, care homes and care services are meeting essential standards.

Approach Lodge Limited - 2 Approach Road

2 Approach Road, London, E2 9LY

Tel: 02089812210

Date of Inspection: 26 July 2013

Date of Publication: August 2013

We inspected the following standards as part of a routine inspection. This is what we found:

Care and welfare of people who use services	✔	Met this standard
Cooperating with other providers	✔	Met this standard
Management of medicines	✔	Met this standard
Supporting workers	✔	Met this standard
Complaints	✔	Met this standard

CQC also said about the My LIFE programme “We saw records of achievements in people’s care records. These had been obtained by the My Life course... The My LIFE programme is a learning programme for people who use the service and is tailored to people individual needs and goals. The programme includes learning sets that are both written and practical session depending on the individual. People we spoke with told us they enjoyed taking part in the My Life Programme as it helped them develop their skills. One person told us, “I Love My LIFE as I learn things I need.”

INTRODUCING

A short interview with one of our team members

Lucy is our Head Office Manager. She has been here from the start and has worked in many roles within the company. Most of the work she carries out takes place behind the scenes.

Using the new addition to our newsletter 'INTRODUCING' we wanted to let everyone know who and what she does.

How long have you been here & tell us your journey?

Over 5 years now! I started work as a support worker on the floor, Involved in the day to day work with the learners. I then moved into the office dealing with the admin for the home and shortly after became the P.A for Andrew (MD). I'm now managing the Head office Team.

What attracted you to the company?

Working for a company whose main ethos is about Improving people's circumstances and really making a difference to their lives was the biggest attraction.

What would you like to see the in future?

I look forward to the day when My Life is used by everyone who can benefit from it. Then everyone can have the opportunity to reach their full potential.

What is the most enjoyable part about your Job?

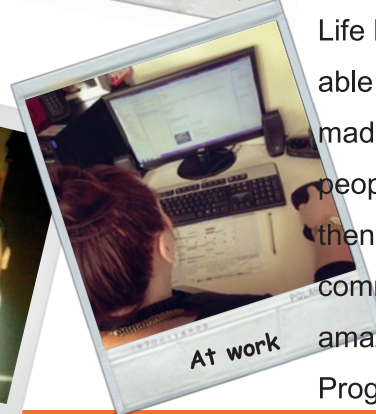
100% has to be working with the team here. I enjoy every day of work. Working alongside my friends makes leaving my family at home all that more bearable.

What is the most challenging part about your job?

Sitting at a desk all day can be hard. I miss the variety of work that comes from being a support worker.

What have you see My LIFE doing well?

I have been here since before My Life begun and therefore been really able to witness the difference it has made to learners lives. Seeing people move into our training flat then into their own home in the community really proves the amazing work being achieved via the Programme.



MY DEPARTMENT

HEAD OFFICE

We often get asked what we do here! So we thought it might be nice to share what we get up to!!!

We cover a vast range of work from H.R, Financial, Payroll and Rotas to Maintenance, Marketing and My Life developments.

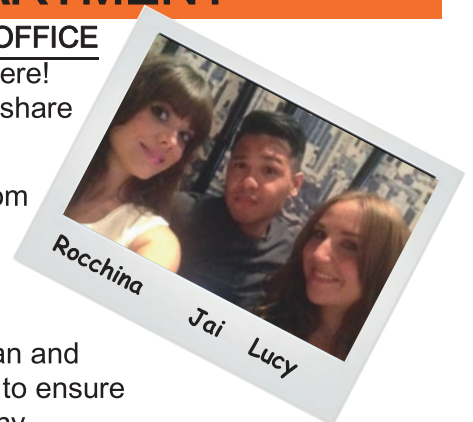
We are a team of 3 Lucy, Jonathan and Rocchina who work well together to ensure the smooth running of the company.

Currently our main projects include My Life Online development which involves a lot of time and effort to ensure things like modules, videos and assessments are at high standard.

We also put a lot of work into the company achieving the Investors In People Standard and NSA (National Skills Academy) accreditation.

We receive the referrals and enrolment applications for the My Life programme so feel free to contact us on 01708 861742 for more information.

Although we are a small team we hope this insight into our roles will help you see that we play an important part within the company.



MY JOURNEY TO INDEPENDENCE

Hi my name is **BOBBI**.

I am 20 years old and I am a Learner at Sunnyside House. I have had the pleasure of meeting some amazing people and one of those was Michelle (Support Worker) who helped me to get a voluntary job at a local greyhound rescue centre.

Some parts of my Job were difficult as I struggle a lot with my anxiety and meeting new people.

However other parts of my job role like walking, grooming and spending time with the dogs I found very calming and it made me feel like I had achieved something.

My Job taught me a lot about the real world as I still had to come home and do my jobs around the house, like washing, ironing and general cleaning.

I really enjoy taking part in MYLIFE programme and it has helped me a lot in life.

I have learnt a lot from my experience, including that I now know what I want to do in the future and what I have to do to achieve this, with this in mind I would very much like to work with animals or in a job that involves caring. I really want to thank Michelle for making it possible for me to have this experience.

We are happy to let you all know that Bobbi has now moved into her own supported living in the community. We would all like to wish Bobbi the best for her future and hope she achieves her goals.



OUR VIEWPOINT

Khaleda Getting More Active!

Khaleda a Learner from Approach Lodge has been actively involved in the MYLIFE Programme for the last Six months and is making some drastic and positive progress.

According to her Tutor Khaleda carefully listens to questions when asked and responds joyfully and accurately. Many of the team at Approach Lodge have noticed that she is a much happier person now. One team member said, "She goes around singing at times and is speaking more now than she has done in the past."

Khaleda looks forward to going out in the community and enjoys going to the bank and other appointments like the nail salon. In addition she normally goes out twice a day to buy some of her personal bits.

Before Khaleda goes home to her Mum's house, she prepares herself without any prompting and when she gets home, she interacts and laughs with her Mum and sisters.

"It 's been a joy to see Khaleda progress and really fun working with her. She is a real star and we are all very happy to have her here."

CASSANDRA TUCKER

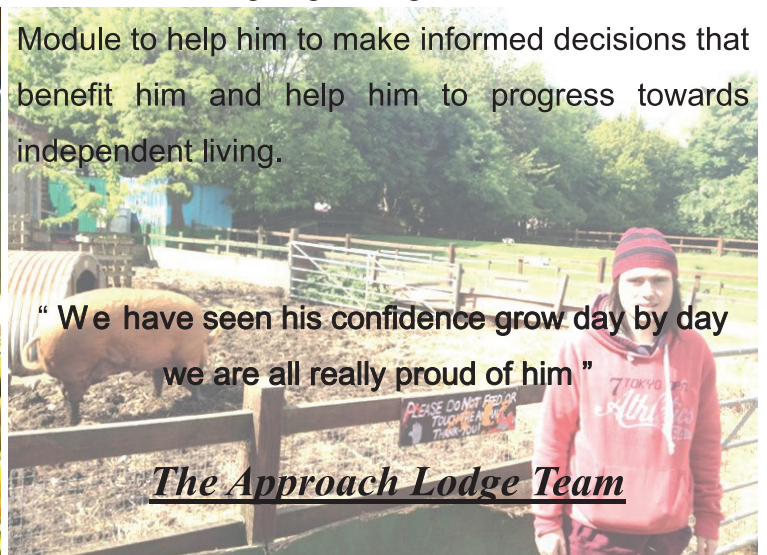
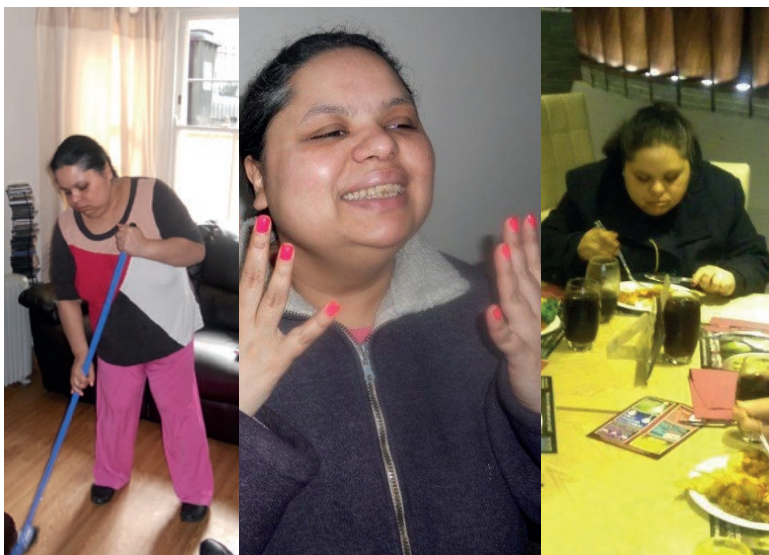


ADAM Is currently doing voluntary work at a local farm. He has been working there for four months now and he really enjoys his role in the team there. His job involves the responsibility of feeding the animals, meeting, greeting and assisting visitors, gardening and general maintenance.

Adam 's work really ties in well with the MYLIFE Programme to build his confidence. Working with his tutor Adam has covered various topics and exercises while going through the Build Confidence Module to help him to make informed decisions that benefit him and help him to progress towards independent living.

"We have seen his confidence grow day by day we are all really proud of him"

The Approach Lodge Team



MY LIFE

SKILLS FOR CARE ACCOLADES 2011/12



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