

What's new?

Sue Green joined us as an Operations Manager in August and is currently supporting 8 and 10 Priory Avenue and setting up 65 Priory Avenue.

65 Priory Avenue

We are proud to now be showing prospective tenants around our new supported living accommodation. We have recruited a new manager – Frank Harding, who is managing 215 and 65 Priory, we welcomed him to White Leaf Support in August. Frank will be completing his registered manager application this month. We will introduce Frank fully in the next newsletter.



FAMILY NEWSLETTER – October 2019

We would like to welcome all our new clients who have recently moved to our services, they each seem to be settling well and enjoying all that White Leaf can offer. We extend our welcome to their families and look forward to seeing you all at our next family forum.

White Leaf Support

SUMMER PARTY 22nd August 2019

We had a great time at the summer party – there was plenty of catching up, eating, dancing and Karaoke as well as some interesting and exotic animals



Family Forum

It was lovely to see relatives of the people we support at our Head Office in May. Two very successful family forums were held – it was a great opportunity to get family input along with some nibbles and a glass of wine! Thank you to everyone who was able to attend. Your feedback is very important to us!

Thank you

A big thank you to Mrs. McDougall who gave up her time to interview prospective registered managers with us – it's invaluable to us to have family input at interviews.

Family Christmas Catch Up

The next family forum is being planned for before Christmas. Please come and join us for drinks and nibbles at our Head Office (Lancaster Court)

Save the Date – Thursday 12th December 5.30pm – 8.30pm

Invitations to follow.

UPDATE FROM OUR OPERATIONS AND QUALITY MANAGER – VICTORIA JAMES-PRIDAY

TRAINING – It's been a busy few months for our teams who have completed lots of training as always. Coming up this month we have some specialist training provision for our team over at Howland House, and another round of First Aid practical training for all staff.

Our specialist training provider has been working hard to ensure all staff are trained in PROACT SCIPr techniques. I am also developing an exciting 2-day Induction Programme that we hope to launch at the end of October to ensure that any new team members to White Leaf Support get the best start possible!

I am also launching a new course that will aid all teams to understand autism better and allow them to provide the bespoke support to everyone using our services.

SURVEYS

We have analysed the results of our family, client, stakeholder and staff surveys – thank you to all those who took the time to respond. It really does help us look at how we continue to develop - your input helps us reflect on what we do well and what we can put in place to continually improve.

We'll give you a summary of all the surveys in the next newsletter.

We have used the survey information to develop a strategic plan and this is attached. Following from the strategic plan, each service will be asked to develop a service annual operational plan by January 2020. The objectives from the annual plan will cascade to people's annual appraisal objectives. The appraisal system will be reviewed, and the new format will be implemented in April 2020.

You don't have to wait for a survey to let us know how you feel – please contact the service, Victoria, Sue or Kelly to raise a concern, give someone or a team a compliment or make a complaint. You can contact us on victoria@whiteleafsupport.com kelly@whiteleafsupport.com sue@whiteleafsupport.com

Do you have news that you would like included? Email kelly@whiteleafsupport.com

Senior Staff Updates

Nicolae Socaciu – Registered Manager 8 and 10 Priory Avenue

I started with White Leaf Support as a support worker, progressed to team leader and now I am the home manager for number 8-10 Priory Avenue.

My previous roles gave me the opportunity to work alongside individuals and learn how to support them and understand their individual needs. It also helped me to learn new skills which I can use to coach and support staff enabling them to work better with the individuals we support.

During the time I have spent at White leaf Support, I have gained a large amount of knowledge and understanding about each of the resident we are supporting. My job motivates me to provide excellent, individualised support to the people we support and work closely with their families to ensure they live happy, fulfilled and independent lives.

The most rewarding part of my job is when you see your client gain skills and confidence in an area that you have been providing support with - encouraging independence for people where possible. However, I never take the little things for granted like when you can make someone smile and you've brought light into their day.



Shaheen Kamran – HR and Recruitment Officer

Shaheen joined us in March and has been doing a great job recruiting and providing HR advice.

Shaheen recently moved to the High Wycombe area with her husband in March this year from her home town in Northampton.

She has worked in HR for a number of years across sectors, and prior to starting her role in HR at White Leaf Support, she worked in a Charity Organisation based in Northampton.

Shaheen is very excited to join White Leaf Support and is very passionate about what the business stands for.

Outside work, Shaheen loves to spend time with family and friends, cook, cycle, and be outdoors when the weather is nice!



People we work with

We like to know what people think about White Leaf Support. We recently caught up with someone living in our services – to find out what it is like!



What is it like to live at one of our services?

When I first came to the service in 2014, I was a little nervous. A manager showed me around the house and my new bedroom and I was very excited.

I feel very comfortable being here.

What does a typical week look like for you?

I love going to the gym, volunteer at café, trampolining, clubacise, drama club, shopping, visit family. I am very busy!

What has been your favourite time so far?

London visits, shopping trips away!



What is it like to live at one of our services?

I came here in 2017. I like all the activities I can do in the week and the trips away. I have a lot of fun!

What does a typical week look like for you?

In the week, I go to a day centre, an arts and crafts group, swimming, trampolining, bowels club, Karaoke, shopping in town, choir groups and enjoy doing 500- or 100-piece jigsaws!

What has been your favourite time so far?

I went on holiday to Cornwall last year which I loved!



A few words from Charlie – Howland House

We have welcomed 2 more new tenants since the last letter! Both settling well, welcome James and Nick. We have now got decking in the back garden and a couple of benches which were utilised by a couple of the tenants last month, unfortunately the weather has taken a turn so looking forward to the BBQ's next year now! We have a new person moving in in November which is exciting news so looking forward to seeing him popping in over the next month or so to meet everyone.

We have also welcomed Arlene back to the fold as Team Leader at Howland, glad to have you back Arlene!

We are now planning sessions in the service to help support people become more independent, any ideas people have would be appreciated, so far, we are planning cooking and art sessions, think about making decorations for the impending holidays and Christmas is already being discussed with ideas and plans being made already!!

A few words from Nicolae – manager at 8 and 10 Priory

We are working hard to support people to develop their skills and independence and we are training, inducting and developing new support staff.

The staff are using a proactive approach to support individuals and are promoting choice, independence, dignity, rights and responsibilities.

All residents are working closely with support workers to develop and design their weekly planners.

Staff are working with individuals to develop their skills and experiences. For some people this may take time and lots of repetition. Our staff believe that all successes are worth celebrating and it's this that makes the support worker role intensely rewarding.

Welcome to Sue Green



Sue has worked in adult social care for 20 years.

She started her career working at a team leader based in a busy respite service for adults with learning disabilities and autism.

She has gained experience of managing services supporting adults living with severe and enduring mental health issues, and older adults living with dementia. She has been a Registered Manager with the Care Quality Commission.

Sue has worked her way up and has been in a senior management position for the past 10 years.

Sue is a busy working mum, and in her spare time she enjoys travelling, walking and is studying for a Masters at university.

215's BIG TRIP TUESDAYS

Hello all from 215!

This year the people supported at 215 have, during resident meetings, decided that for each first Tuesday of every month, that they would like to go out on a whole group activity.

This activity has been named 'Big Trip Tuesday' People supported are being encouraged to make their own choices and choose where to go. This is proving to be very popular

During August this year the people supported who live at 215 chose to go to Harry Potter World. They had a great time looking around the studios, drinking 'butter beer' in the Harry Potter café and buying things from the gift shop. A lot was learned at this activity, who the characters were and how the films were made and all in all it was a successful and enjoyable activity.

In September and after a week away on holidays in Cornwall and in Blackpool the people at 215 again had a meeting to decide where to go on 'Big Trip Tuesday'. After a discussion with everyone here it was decided that they would like to go and see some animals. Staff supported the residents to make choices where and they chose to go to Woburn Safari Park in Bedfordshire. We were lucky with the weather and got the chance to see lots and lots of different animals. Jenny said her favourites were the Monkeys, Zebras, Kangaroos, Lions, Penguins and Bears!

Future Big Trip Tuesdays will hopefully include Christmas season activities and other outings, we will keep you informed.



AND

Don't forget to follow us on Facebook for lots of updates on what's been going on at White Leaf!

<https://www.facebook.com/whiteleafsupport/>



OUR MISSION STATEMENT

To provide positive support to the people using our services giving them opportunities to have the best life possible, to be happy and safe. We will provide an environment where everyone is welcome.

OUR VALUES

Our mission statement is underpinned by our values at White Leaf Support Ltd. These are the behaviours that we all commit to upholding consistently. These are:

Supportive

Accountable

Fun

Empowering

We are **Supportive** and spend time listening to people and their families to get to know them and their needs. We understand and respect that people are different. Our support staff will give their full attention and help people at all times. Our staff will be flexible and act calmly to whatever goes on in the day. We will be supportive to our colleagues and we will listen to each other's views.

We will be **Accountable** by being honest and transparent and not afraid to admit when we have made a mistake. We will identify when the support being provided to others is not safe or good quality and will raise our concerns. Our staff will follow agreed procedures and standards ensuring they provide a safe and effective service the people we support.

We will provide a **Fun** place to live by always coming to work with a positive attitude. We will have good ideas about activities that will make sure people have a good day by enjoying the work we do. We will encourage people to try new things and challenge themselves.

Our teams will provide support that is **Empowering** by respecting people's right to make their own choices and decisions about how they want to be supported. We will encourage people to be independent and learn new skills, we will support people to take positive risks. We will help people to retain their dignity and respect their privacy when delivering personal care to them. We will offer people a range of realistic options and choices about the support available to them.