



**NEW SERVICES RECENTLY LAUNCHED OR IN DEVELOPMENT:**

- CANNOCK**— Supported Living service for people with a learning disability
- LIVERPOOL**— Preventative floating support for people with mental health needs
- TAMESIDE**— Intensive Support Service for people with a learning disability
- DURHAM**— Supported Living Service for people with complex needs
- OXFORDSHIRE**— Supported Living Service for people with a learning disability
- ULVERSTON**— Supported Living Service for people with autistic spectrum disorders
- DUDLEY**—Supported Living Service for people with learning disability



**WEAR IT PINK DAY** was a huge success, raising over £150 for the Breast Cancer Awareness Campaign. At Head Office we supported the cause by wearing pink and buying delicious pink cakes made by Mike Smith, who works in the Cyber Café.



Cringle Road, Wolverhampton Women's Wellbeing Centre and Belle Vue Grove also got involved by baking cakes and holding

raffles. A big thanks to everyone who participated and who donated!

**NEW YEAR'S RESOLUTION?**

We've had a great response to the 'I Quit' programme, with 23 service users and 50 members of staff giving up smoking so far and receiving a reward of £130 each, with many more on the way to being smoke free. A member of staff in Head Office recently quit smoking, 'I was smoking 20 a day but I quit with lozenges and support from Pat Wilson. The best thing about giving up is that I don't have to stand outside in the cold and the rain anymore!!!' Have a look on [www.quit.org.uk](http://www.quit.org.uk) or [www.nhs.uk/smokefree](http://www.nhs.uk/smokefree) and think of all the ways you could spend that well-earned £130 reward! If you would like to sign up to the scheme, please contact Suzanne Morton at head office for a form.



**NEW LOOK:** In consultation with Manchester based graphics company Detail Creative we have agreed a new corporate look encompassing a revamped logo, font, graphics and colour palette. Pop up stands have already been produced with the new look and are being distributed to all areas and booklets, leaflets and folders will soon follow.

**CHILDREN IN NEED:** Our Simonside project raised £250 for Children in Need in November by participating in a 3 mile fancy dress walk. The weather stayed dry and despite the cold the team made it to the Crown Pub for a nice hot meal, reward for their hard work! They received a really positive reaction from passers by, including a police car, which helped keep their spirits up. It was a thoroughly enjoyable day for a very worthy cause. Congratulations to all at Simonside Court who took part.



**ALL THAT JAZZ:** Stewart Spaul, our new Development Assistant, presents a Jazz Show, 1-3pm, every second Sunday on All FM (96.9 fm). His next show is on January 10th.



**NORTH EAST CHRISTMAS PARTY:** The North East Service User Xmas Party was held on 9th December at The River Tees Watersport Centre. The party involved a tombola and lots of dancing. It was organised by the Training Team, who got into the Christmas spirit by dressing up, much to the amusement of the service users, some of whom quickly appropriated the angels' halos. There were spot prizes on the dance floor and six tenants each won a prize. A fantastic evening was had by service users and staff.



**HELP FOR HEROES:** On Tuesday, 10<sup>th</sup> November Billy Knowles and Jonathan McGrath organised a 'Help for Heroes Day' at Head Office, in aid of injured servicemen and women. Staff members were encouraged to wear combat colours and sample army rations. Head Office staff managed to raise £174 which will go towards the cause. The following week staff also donated gifts to be sent out to cheer their Christmas. We look forward to raising more money for this charity next year.

**CREATIVE SUPPORT CALENDAR:** The Creative Support Calendar of service users' artwork is now available free of charge. All staff and service users will receive a copy



soon. If you would like more copies please contact Harriet Knowles at Head Office. We would like to thank all service users who have sent us photos of their beautiful artwork and other creations, which brighten the website and the pages of the calendar. Thanks also to all staff who assisted production.



**TOP MARKS:** CQC (formerly CSCI) is the independent regulator of all health and social care in England. Following recent CQC assessment visits to 32 Creative Support Projects, 15 services were given a 3\* excellent rating, with a further 15 projects reaching the 2\* good rating.



Not all Creative Support projects and services are assessed by CQC, only projects that provide personal care. Some projects are assessed by Supporting People using the QAF Framework. In both cases, projects are assessed on meeting and ideally exceeding a number of criteria including the provision of a personalised and innovative service. All projects are also assessed internally.

Well done to all those services that have had a successful assessment in 2009!

**CASH NOT CARDS:**

If everyone at Head Office gave everyone else a Christmas card there would be 6,320 passed around. We can all help people who don't have access to clean water sanitation and do our bit for the environment by donating to WaterAid (or a charity of your choice), instead of buying Christmas cards to give to our work colleagues. WaterAid helps the world's poorest people across Asia, Africa and the Pacific region to access clean water by providing solutions that are both sustainable and relevant to the communities they work with. Please pass any donations to Natasha Parmar (ext 221) and we'll let you know how much of a difference we've made in the next newsletter—whether through building latrines or digging wells, it all helps improve life for those unfortunate enough to not have what we can take for granted.



**STAFF CHANGES AT HEAD OFFICE:** Jenny Lovett has recently taken up the position of Quality and Complaints Manager and will be leading our internal quality audit programme in 2010.



Our Team has grown with the arrival of Lucy Bell (PA to Anna Lunts), Alannah Gale (part-time Marketing Assistant), Lydia Gardner-Green (Development Assistant—tendering), Harriet Knowles (Development Intern—social inclusion & diversity), Suzanne Morton (Development Officer—social inclusion & diversity) and Stewart Spaul (Development Assistant—tendering).

Tom Jones has joined the H&S Team as the Risk Management and Safety Officer.

**VOICES UK** came to Creative Support's Head Office in early December to give a couple of interactive workshops for vulnerable adults living in the community on 'Keeping Yourself Safe'.

Everyone enjoyed themselves and we all learnt about keeping safe out and about, at home, on public transport and getting help from the police.

We would like to thank Voices UK, and especially the workshop leader, Claire, who was great at getting everyone involved.



**MAIDENHEAD CHRISTMAS PARTY:** Creative Support in Windsor and Maidenhead held a Christmas Party for all service users and tenants on 6<sup>th</sup> December 2009, at the Magnet Leisure Centre. The Party was a terrific success with more than 35 service users attending along with support workers and managers. It took a great team effort by the Maidenhead staff to organise the party, as they magically decorated the hall in less than one hour! We had a fantastic DJ who played a wide variety of Christmas and party songs and got everyone dancing and singing. There was a beautiful selection of food, all homemade by the staff at Ronald Young Court, which took far longer to make than it took to be eaten. Santa also made an appearance to greet all the guests, with two elf helpers to assist in handing out Christmas presents to all service users - a fabulous way to get everyone in the Christmas Spirit. Everyone had a wonderful time and left in high spirits, ready for the festivities of Christmas to happen.



**Merry Christmas and a Happy New Year to everyone at Creative Support**

