

## Welcome to the third edition of our **Newsletter**.

We've had a busy few months and are delighted that our services continue to go from strength to strength. We're thrilled that our Northwich Supported Living Network, Learning Disability Respite Service at Dorin Court and Shared Lives service were all recently inspected by the CQC and all three were given a Good rating. Our Learning Disability Respite Service at Dover Drive has been through re-accreditation by the National Autistic Society.

We are continuing to make good progress with a wide range of new and exciting partnership developments including:

- **Bread-Making Co-operative** - A Co-operative making and selling artisan bread to the local community in Chester is in development. This will be run by the Wesley Church and will operate out of the newly refurbished kitchen in Canal Street when this is completed later in the year.
- **Drama Group** - To be run by Action Transport Theatre with performances to be given at Storyhouse and the Civic Hall.
- **Volunteering Opportunities** - We're working with Chester Volunteer Action (CVA) to promote a wide range of new volunteering opportunities across all of our services, which will be widely advertised.
- **Friendships and relationships** - As a sub-group of the Learning Disabilities Partnership Board, we are working with service users and other partners to develop a more ambitious programme of social events to increase the opportunities for building friendships and relationships across our Learning Disability community.
- **Green Team / Alexander Park, Hoole** - As part of the new Green Team service and working with the Council's Greenspace Service, we are supporting a major funding bid to regenerate Alexander Park in Hoole as a Pollinator Park with community and volunteer facilities which Vivo service users will actively engage with.
- **Holiday Activities** - Working with local partners, we are looking at opportunities to deliver more holiday options to our service users.
- **Apprenticeships and work placements** - Working with our local colleges we are establishing an annual Apprenticeship programme and also offering work placements including supported employment placements with the Bren Project, the first placement of which commenced in Lightfoot Lodge in October 2018.
- **Assistive Technology** - Working with Well-being, we are receiving free assessments of assistive technology opportunities in our main service areas in order to explore potential improvements in service provision as part of the wider Wellbeing contract with the Council.
- **Brio** - Close partnership with Brio is leading to accessing many new services including new Rebound service and Disability swimming classes (Ellesmere Port), extended services at Neston (the Rec), discounted access to the culture offer (such as Pantomime in Winsford) and free staff car access at Northwich Memorial when new public car park charges were introduced in November 2019.

# Reducing **Loneliness** in Our Villages for 25 Years

Our volunteer day centre in Saughall has been serving the elderly in our community for 25 years, providing a meeting place for the over 65s who are unable to access other community facilities independently. The service invites members to attend the 'Friday club' enabling them to feel part of their community and enjoy each other's company.

Volunteer, **Maureen Maxwell**, has supported the members in Saughall village from the beginning, dedicating 25 years of her time and putting her heart and soul into supporting the team at the day centre, whether that be chair exercises, memory games or making a cup of tea. Maureen adds "It's so rewarding. I enjoy seeing residents coming to the club and meeting everyone and it's lovely to see the members enjoy themselves."

The centre celebrated its 25th anniversary on Friday 25th January 2019 with all the Friday club members and volunteers, along with a special visit from the Lord Mayor and the Lady Mayoress of Chester. The event included a celebratory lunch and cake, followed by a performance from the local primary school.



Lord Mayor of Chester, **Councillor Alex Black** was delighted to attend the event, adding "This service is a credit to the village. To be open as a volunteer centre for residents within the area, offering valuable support to those feeling lonely and isolated for 25 years, is incredible. The service has continued from strength to strength and continues to be valued by our residents. I would like to thank all the volunteers, who have dedicated their time to work with vulnerable adults in our community and have continued to do an amazing job. I love attending these events and chatting to everyone."

Manager of the service at Saughall day centre, **Gaynor Harris** adds "We're a great family. We make members very welcome with activities and a home cooked lunch. The volunteers enjoy spending time with members and the members love coming and spending time with everyone."

One of the members of the Friday club, **Vera Joyce** said "I love the company and getting out of the house. I used to be a volunteer so I was involved in the steering group and helping out, driving members to the venue and back home."

As well as the volunteer day service in Saughall, we also run volunteer day services in Willaston, Waverton and Farndon. The service enables elderly residents who feel lonely and isolated to attend the centres, helping to improve their overall wellbeing. Activities include games, bingo, quizzes and various arranged performances. Members also enjoy a homemade cooked lunch.

If you or someone you know is interested in attending the day centres, contact the team on **0151 337 4662**.

# Lightfoot Lodge Building Works Consultation

On Thursday 17th January we hosted a consultation event with parents, carers and staff to discuss with the architect and contractor the redesign of Lightfoot Lodge – what services and activities they want to take place there, the layout and use of the rooms, layout of the garden and the overall look and feel of the building. It was really well attended and lots of ideas and indeed excitement in the room about the planned improvements. The current plans are on display in the Board Room at Lightfoot Lodge for the next month for anyone to look at. A follow-up event will take place in March 2019 and building works will commence shortly afterwards.



## Autism Champion

**Vivo Care Choices Ltd is now recognised as an Autism Champion.**

Through working in partnership with National Autistic Society we have recognised the need to provide Specialist Autism Training to our Support Staff and Managers. To do this we commissioned Autism Together to train a large proportion of our staff in Basic Autism Awareness as part of the Autism Together champion scheme.

### The Course Aims were:

To raise awareness and challenge the neuro-typical perception of autism

To increase knowledge and confidence when supporting individuals on the autistic spectrum

To consider robust autism specific strategies and approaches in support of the person with autism

To encourage inclusion, understanding and acceptance of those on the autistic spectrum within the wider community

**Luke Sheehan**, the Manager of our Autism Service in Ellesmere Port, says 'Having our staff receive this training has only further enhanced the quality of service we are able to deliver to those Individuals who have an Autism diagnosis.'

# Service User Awards

**Staff from our Learning Disability Day Services hosted an Award Ceremony on 16th January 2019 at the Civic Hall in Ellesmere Port.**

Awards were granted across a wide range of categories including Health & Well-being (winner: Football Team), Contribution to the Community (winner: Chat N Chill Café), Environmental Award (Stanlaw Allotment), Travel Training (winner: Ann Lane), Star of the Year (winner: Lawrence Harrison), Health and Well-being (winner: Ben Harling), Volunteering (winners: Anne Brown and Anthony James) and Enjoy & Achieve (winner: Chelsea Aherne).

Each winner received a trophy, certificate and a massive round of applause from a lively audience. In recognition of all the other achievements over the year which were too many to all be acknowledged, everyone received a celebration Badge as well. After the ceremony all enjoyed a disco.



# We had a busy month of fundraising in November 2018...



One of our service users at the Roodee Cafe, Peter Harrison, raised £37.99 for Children in Need by organising fundraising packs and collection boxes for the cafe and baking charity cupcakes. Our lovely customers donated generously on the day. Peter has done a fantastic job of organising this himself and is already looking forward to fundraising for Children in Need next year, where we are hoping to do some sort of team challenge.



**Liam Crawford** and **Jon Devonport** in our Resources Directorate put away their razors in November and donned some impressive facial hair to raise an outstanding £187 for the Movember Foundation. The Foundation raises awareness of men's health issues, such as prostate cancer, testicular cancer and men's suicide.

## Are you interested in being a Shared Lives Carer?

Our Shared Lives service supports vulnerable adults over the age of 18 who have a physical, learning or mental health disability, as well as older people. Shared Lives Carers support people to live as normal and socially inclusive lives as possible and can either provide:

- Sessional support – supporting someone for a few hours a week in a variety of settings.
  - Short term support – helping someone take a break by providing overnight care from one night to a few weeks.
  - Intermediate care – welcoming someone to live in their home as part of their family.
- Becoming a Shared Lives carer can be an incredibly rewarding and satisfying role, sharing your life and activities with another individual and helping them to live a much more enjoyable, varied and sociable life. We have had many inspirational stories of the transformation this has brought to the life of both the carer and the individual being cared for.

If you or anyone you know would like more information about the service and how to become a Shared Lives Carer, contact **Anouska Panesh**, Area Manager on **01606 288879** or **Anouska.Panesh@vivocarechoices.co.uk**

# Little Roodee Cafe

Whenever you're in Chester, why not pop into our café at the end of the Little Roodee car park near Chester Racecourse.

The café sells a delicious range of food and beverages, has free wi-fi and ample parking. We also provide a catering service to businesses and can cater for your events.



The café provides vocational training and employment opportunities to adults aged 18 and over with a learning disability in food preparation, customer service, good hygiene practice and team working. Service users have the option to undertake accredited as well as non-accredited training, after which they will be supported into employment in the catering industry if they wish.

We welcome self-referrals from self-funders and those in receipt of Direct Payments, as well as referrals from Social Care.



**If you or anyone you know would be interested in a placement at the café, or you would like the café to cater for one of your events, contact**

**Denise Garner, Area Manager,  
on 07967 593104 or  
Denise.Garner@vivocarechoices.co.uk**

or visit the café's very own website  
at [roodeetrainingacademy.co.uk](http://roodeetrainingacademy.co.uk)

# Admiral Nurse Clinic

**Dementia UK's Admiral Nurses** provide specialist practical, clinical and emotional support to families living with dementia. They work in the community, in care homes, in hospices and hospitals. If you are a carer or someone living with dementia why not drop in to one of the clinics to find out more and to meet one of the specialist Nurses.

**Admiral Nurse Clinics are every Tuesday, 2pm-4pm, at the Gift Café, Chapel House Lane, Puddington, CH64 5SW.**

# New Service Directory

We've launched a new Service Directory which gives information about all the services we provide, our facilities, locations and who to contact if you'd like more information or to arrange a visit to any of the services. The Directory also includes our prices.

**You can download a copy from our website at [www.vivocarechoices.co.uk](http://www.vivocarechoices.co.uk) or request a hard copy by calling us on 01244 977120 or e-mailing us at [Procurement@vivocarechoices.co.uk](mailto:Procurement@vivocarechoices.co.uk)**

## Did you know?

Cheshire West and Chester Council has a dedicated Carer Liaison Officer that works alongside all age Carers, policy and partnership team and health and social care staff to ensure that Carer issues are addressed as quickly as possible and that Carers are supported in their caring role by having access to the information, advice and support they need.

**If you or someone you know is a Carer and needs some support, Jo Jewell can be contacted on 01244 973332 or [Joanne.Jewell@cheshirewestandchester.gov.uk](mailto:Joanne.Jewell@cheshirewestandchester.gov.uk)**

Cheshire West and Chester Council has an Appointee and Deputyship Team which provides a vast range of services and support for those who have appointed someone look after their money. Their services include a housing benefit and council tax reduction scheme, financial assessments for care charges, welfare benefit advisors. The Council can act as the appointee where a person is no longer able to make decisions about their own finances and there is no other suitable person to do this on their behalf. They liaise with the DWP, manage bank accounts, pay utility bills, invoices and arrange for the repayment of any debts they may have and talk with care and support agencies about service user access to additional funds for day to day items outside of their agreed care budget.

**For more information contact the Ellesmere Port and Neston Team on 0151 3566927, the Winsford and Chester Team on 01606 288615.**

## Farewell to Marion Redfern

Due to the difficult decision by Marion to step down as the Non-Executive Director representing Carers on the Vivo Board, we're looking to recruit Marion's replacement. Marion has been the Carer Rep on the Board for the last four years and has worked tirelessly to ensure the views of Carers are heard by Vivo.

**If you are interested in the role and would like more information, please contact Alistair Jeffs on 07788 300326 or [alistair.jeffs@cheshirewestandchester.gov.uk](mailto:alistair.jeffs@cheshirewestandchester.gov.uk)**

# District Carers Meetings

All unpaid Carers are welcome to attend any of the District Carers meetings detailed below, which are run by Cheshire West and Chester Council, and can also ask to receive a copy of the minutes from these meetings by contacting Jo Jewell, Carer Liaison Officer, on **01244 973332** or [Joanne.Jewell@cheshirewestandchester.gov.uk](mailto:Joanne.Jewell@cheshirewestandchester.gov.uk)

## Chester and Ellesmere Port District Carers

**Time: All meetings are 10.30am-12.30pm**

**20th February 2019** - Lightfoot Lodge, Lightfoot Street, Hoole, Chester CH2 3AD

**3rd April 2019** – location to be confirmed

**5th June 2019** – location to be confirmed

**24th July 2019** – location to be confirmed

**2nd October 2019** – location to be confirmed

**4th December 2019** – location to be confirmed

## Vale Royal District Carers

**Venue: Foyer Bar, Northwich Memorial Court, Chester Way, Northwich CW9 5QJ**

**Time: All meetings are 11am-1pm**

**13th February 2019**

**15th May 2019**

**31st July 2019**

**6th November 2019**

# How to Contact Us

You can get in touch with us anytime, we'd love to hear from you. Call us on **01244 977120** or visit [www.vivocarechoices.co.uk](http://www.vivocarechoices.co.uk)

You can also follow us on Twitter.

You can also provide us with feedback about our services, make a compliment about a member of staff or raise a complaint using the feedback form on our website.

We'd like to provide as many copies of this newsletter to you electronically to cut down on our costs, so if you'd like to receive an electronic copy of our future newsletters please email us at [communications@vivocarechoices.co.uk](mailto:communications@vivocarechoices.co.uk) and we will add you to our mailing list.

Cheshire West & Chester

**ELECTIONS**

**2019**

## Local council elections: 2 May 2019

You need to be registered in order to vote. Most people are, but if you have recently moved to a new address, it's important you check.

You can register anytime online at [gov.uk/register-to-vote](http://gov.uk/register-to-vote). It takes five minutes and all you need is your NI number. Once you're registered, you'll also be ready for general elections or referendums.

If you're unsure if you are registered, give us a call on **0300 123 7045** or email [elreg@cheshirewestandchester.gov.uk](mailto:elreg@cheshirewestandchester.gov.uk) and we can check.

### Postal voting is easy

Postal voting is a convenient way to vote – especially if you find it difficult to make it to your polling station on election day – and it is easy to apply. Anyone can request a postal vote and you don't need to provide a reason.

You can request a postal vote when you register at the Government's website, or, if you are already registered, call or email us (as above) and we will send you an application form.

For complete information on voting options, or about the election in general, visit: [cheshirewestandchester.gov.uk/2019election](http://cheshirewestandchester.gov.uk/2019election).

### Poll Clerks Wanted

The Council is looking for more Poll Clerks, particularly in Northwich and the surrounding rural area. No experience is necessary, applicants need to be 18 or over and not involved in political campaigning for the election. The rate of pay is £144 for the day and you will be at an assigned polling station for the full day from 6.30am to 10.30pm so would need to be available for the whole day and evening. For more information and an application form please e-mail [electionstaff@cheshirewestandchester.gov.uk](mailto:electionstaff@cheshirewestandchester.gov.uk)

