



2021

YEARBOOK

The 25th Anniversary Issue



A year in the life of our staff, our Trustees and our Service Users, told through pictures and words.

Our Guiding Principles



P **R** **I** **D** **E** **S**

Partnership Respect Innovation
Diversity Equality Strength-based



WELCOME

Our Yearbook is published each year to bring to focus the amazing impact we have, to remind us why what we do is so important and to celebrate the achievements of our team, service users and their families.

2021 didn't turn out to be the much improved year we all hoped for with new tighter restrictions being enforced as the new year began; Covid-19 continued to have an impact with many restrictions lasting well into the year and continuing to put us all at risk of serious illness.

But, yet again we have shown that even a global pandemic won't stop us doing what we do best and we will take you on a round-up of all our events, trips, activities and best moments of the past year with PRIDE.

Look out for awards, personal triumphs, successes and joyfulness.





THIS YEARBOOK'S

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JANUARY



Compliments to all our Support Staff ...

"I am so full of admiration for our support staff; whilst I'm able to hide away at home, they are bravely going about their roles in the community with the ever present risk of Covid. I send my best wishes to them all, especially those who are unwell with the virus and those who are working under such huge pressure. Never been prouder of where I work and my colleagues!"

From a colleague



Celebrating 25 years of making a difference

As we go into 2021 Services for Independent Living is celebrating a huge milestone - its 25th anniversary!

SIL started way back in 1996 when a group of disabled people and carers decided that they wanted to be part of a scheme being piloted by the government for Direct Payments (DP). This new approach to social care would allow them to control their own care and support by allowing them a pot of money to buy in the services they want rather than being 'prescribed' a care package.

This group approached the council and, with more than a little persuasion, gained approval for a Direct Payment Scheme in Herefordshire. They then continued to lead the way in growing the demand for DP and so SIL or Herefordshire Centre for Independent Living (HCIL), as it was known then, was born.

The group recognised that whilst the ideal was there, they needed a little support to manage some aspects of the process. HCIL, with its first CEO, Marion Tweed-Ryecroft on board initially offered payroll, book keeping and employment advice to the first recipients of Direct Payments.

Roll forward 25 years and SIL has grown; we now also provide care and support in the home and community with our Independent Living at Home and Homecare Services.

That small group of disabled people, and those disabled persons or family carers that have followed and form at least 50% of our board of Trustees, have made SIL what it is. They have provided direction and been instrumental in ensuring that SIL can ...

...enable people affected by disabilities to exercise choice and control, to live independent lives, and to actively participate in society.



Taking in the views

ILH Support Worker Kristina and service user Luke made it to the top of the blowy Malvern Hills. Wrapped up warmly against the wind it was worth the effort as this picture shows. The views were fantastic and it certainly blew away the cobwebs.

Social distancing certainly doesn't seem an issue up here!



Farming never stops

Lockdown hasn't stopped the hard work at Breinton Farm – there are always jobs to do and the animals still need feeding.

Josh enjoys helping to tend to the goats and horse. Support Worker Naomi said, "I'm sure the horse was looking at me at one point and saying "is he going to feed me now or what?"

Caitlin Bissell, Support Worker...

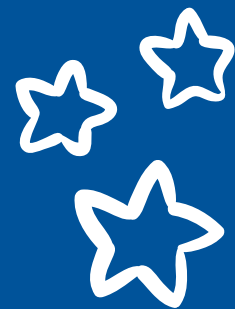
"Has fitted into my team very well, she is very confident and completes her tasks brilliantly."

From a service user

Tracey McLaughlin, Support Worker...

"Tracey cooked me a lovely Christmas lunch."

From a service user.



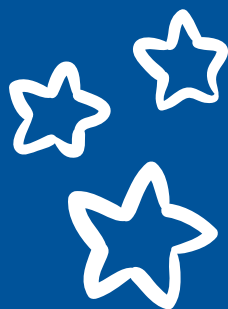
FEBRUARY

Jess Mann, ILH Team Leader...

"I just would like to say that last night Jess, who was on call, was brilliant!

She was very supportive on the phone, I felt like I can count on her and she will not let me down. Wow! I was very impressed and grateful."

From a colleague



Out for a bike ride

Also getting out for some fresh air and keeping fit are Support Worker Sarah and service user John. During their 6.6 mile bike ride round Hereford they stopped off for a much needed break at the Cattle Market Café.



Masterchef: SIL service users

Many of us have used this latest lockdown to spend time in the kitchen perfecting our Mary Berry/Jamie Oliver skills, and service users Lindsey and Patrick are no exception.

Patrick (left) rustled up a tasty Beef Stroganoff with the help of Support Worker Caitlin whilst Lindsey (right) had the unenviable task of whisking 12 eggs for her lemon drizzle cake.

Thankfully husband Dave and Support Worker Elaine were on hand to help out but most of the hard work was done by Linds.



What a week

We liked this little take on getting the Covid-19 Vaccination in a snippet from a poem penned by SW Angie

*The week was like no other
wrestling with a swede and out with my
daughter.*

*We had an invitation but not to a party
I dressed with care so as not to look tarty.*

*A momentous day - the Covid Jab
Trepidation, excitement and I only felt a
slight stab*

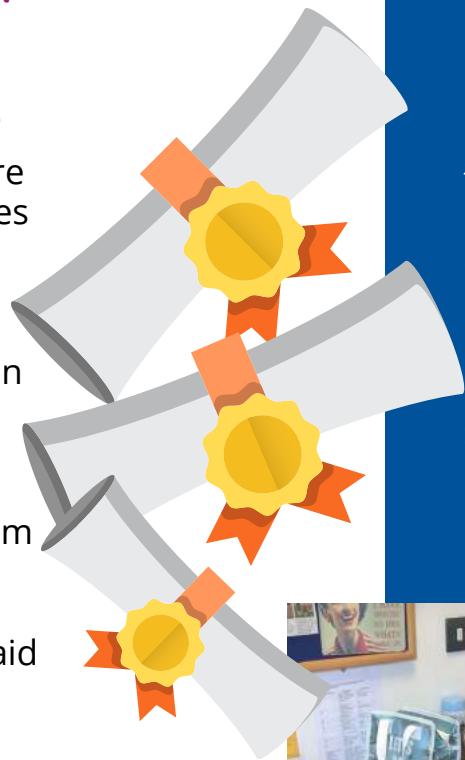
*Anne, the nice nurse, said well done
We all hope winning against covid in the
long run...*

Certified success

What a clever bunch our team are with a huge number of certificates and qualifications gained this month. Achieving their Care Certificates we had Maria Vitelli, Sam Gawler, Annie Brown, Megan Thimm, Joanne Turner, Caitlin Bissell and Zara Cook.

Well done to Donna Tranter, Team Leader, ILH, who successfully passed her Level 5 in Health and Social Care. All her hard work paid off!

And finally congratulations went to Christy Dallow, Financial Admin Team Leader and Caroline Batley, Payroll Officer, for completing their Payroll Diploma. With over 25 years' experience between them running payroll they both said it's nice to have the papers to prove they can do the job!



Rhiannon Evans, DP Advisor...

"Rhiannon was asked for some information about all DP recipients and turned round the data in an hour.

The reason I feel it is a compliment is that it was undertaking work which we don't have to do, but Rhiannon did in the spirit of partnership working.

Please say thank you to Rhiannon for providing this info so quickly. Her help is much appreciated."

From an external stakeholder



MARCH

David Hopkins and John Hales, Support Workers...

"BB has given your staff and their input a glowing report."

From an external organisation

Sarah McGuigan

"Sarah has helped me out again on shift. I can't believe Sarah is new to care; her confidence and will do attitude is fantastic."

It can be hard covering a shift so it's great when we have staff like Sarah who always step forward when they can."

From a colleague



Keeping in touch

It has been challenging over recent month's, restrictions due to covid have kept families apart; but thanks to modern technology our support workers are able to reassure family members that relatives are being well looked after. We and the families really love to see the photos.

Here is a photo of Homecare Support Workers Gemma and Amanda with service user Barb messing about with filters and frames on their smart phones.

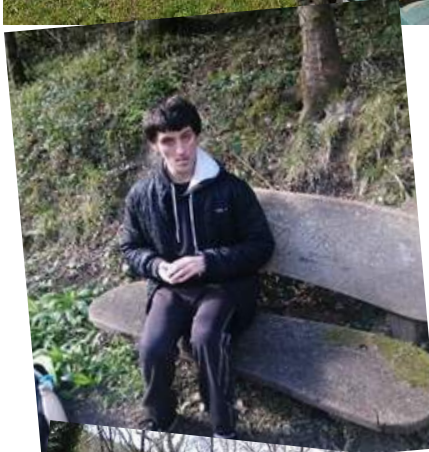


Dr Doolittle

We picked up this quote from the Community Farm's Facebook page, about SIL service user Beth, which we think is fantastic.

"It is lovely to have Beth back at the farm and it looks like the animals have missed her as well."





Hello sunshine

Service users Ian and Sheila took advantage of the relaxation of the lockdown rules and the glorious weather to get Sheila's garden ready for summer whilst service user Kyle and Support Worker Sarah, took to their feet and shared this with us:

"Over the Easter weekend we walked a beautiful section of the Mortimer Trail. It was glorious weather and we met a few people and their four legged friends to say a socially distanced hi to."

Katie Loughran, ILH Team Leader...

"I would like to say how truly fantastic Katie is as my Team Leader. Katie keeps me up-to-date with any changes or issues and has also attended important meetings with me.

I feel that my future is bright and feel very confident and happy with the support I receive."

From a Service User

Girl Power

Each year on 8th March, International Women's Day, a global event, celebrates the social, economic, cultural, and political achievements of women.

We joined in and celebrated some of the brilliant women at SIL; from our award winning support workers Elaine Parry and Ruth Davies (left and right) to our leading ladies ILH Registered Manager Lisa and HR Manger Gemma presenting Donna with Team Leader of the Year award.



International Women's Day

#ChooseToChallenge

#IWD2021

APRIL

Karen Hunt, HR Co-ordinator...

"For all the work she does in getting Euan and myself set up with Mental Health First Aid training. There is a lot of background running around, logistics and it's all much appreciated."

From Chib Alexander.

John Hales, Support Worker...

"Firstly his work with BB is faultless. He has helped him settle well, and supports him superbly, when shopping, walking and even just chatting, he seems really comfortable with him."

From David, Team Leader



Hereford Community Farm

Many of our service users enjoy spending time at Hereford Community Farm which provides inclusive therapeutic land based activities and skills training for people who are disadvantaged through disability, ill health, social need or any other condition or situation which has an impact on their daily life.

Activities on offer include Green Woodworking, Organic Horticulture, Arts & Crafts, Cookery & Life Skills and working with the animals and ponies.

Service user Andrew made this incredible lap tray at Hereford Community Farm and he very proudly showed it off to support workers and family when they called for a socially distanced Easter visit.



Chilling out in the sun

Service user Sylvie has been working so hard in her garden with Support Worker Angela Wainwright, we think she really deserves time to relax and enjoy the April sunshine in her beautiful garden.

Innovation

Access Software Upgrade Kick Off

The software that we use for keeping all our service user and support worker information needed an upgrade. iCare Health was old, lacked useful features and was clunky to use.

Our project team researched and reviewed the best software packages on the market and chose Access as the best fit for SIL, our support workers and service users.

The Access software package is visually well designed, has a wider set of features and is intuitive and easy to use. It will allow SIL to use less paper in recording information while working with service users, helping to save a lot of administration time in photocopying and managing client folders, boost our green credentials and it also means we can more easily capture information to use as evidence of our outstanding practice as a Care Provider.

SIL's Mary Berry

Lindsey is back in the kitchen again! We've seen her mixing cake batter with a whisk, and she has been busy baking again.

Support Worker Elaine Parry said "I'm so proud of this girl today... she had a morning in the kitchen with me. Ginger cake, flapjacks and batter for Yorkshire puds and pancakes... weighing, whisking, mixing, chopping and slicing... she still amazes me with her determination."

Yum!



ILH Team...

"We are very happy with how calm J has been over the last few weeks. In fact, everyone we have spoken to around the town have said how much calmer he is. So, a pat on the back to everyone who has supported him."

From service user's Family

Caitlin Bissell, Support Worker...

"I feel safe and comfortable with Caitlin and I always look forward to shifts with her. I think this confidence is because she knows how I like things."

From service user PF

MAY

Chloe, Homecare...

"Whilst I know you all go over and above for our services users, I wanted in particular to thank you Chloe, for giving up your own time to take John out, he absolutely loved it and it really lifted his spirits."

From Tara, Homecare Registered Manager

Dave Hopkins, Team Leader...

"You are one of the most caring people A has ever met and really seem to understand as a team leader what he needs."

From a service user's family.



Super fans

Whilst Gemma and Karen from HR were doing a recruitment stall in High Town, they had some visitors. Support worker Emma Bird and service users Daniel and Michelle Thompson were so much fun and could not speak highly enough about SIL, they love us!

Our HR team were stuck in the shade and although the sun was shining over the other side. Karen said, "We were freezing cold so they certainly brightened up our day. They said that they love the bulletin and they had one request, could you put this picture in the next one please?"

We hope they will love finding their photo in the yearbook too.

SIL FC

Service User Alan, right, was finally able to return to football practice at the end of May...maybe a bit late for him to get into the England squad but he had a thoroughly enjoyable time.



Gee up!

Service user Neil came across this beautiful pony and cart tied up outside Burger King in High Town!

The owners were lovely and friendly and encouraged Neil to get up close to their gorgeous pony.

Training and Development

At SIL the development of our team is really important and our colleagues also value the opportunity to grow their skills and confidence in their work.

Ruth, Naomi, Angela, Linda, Naomi, Alice, Rob and Joanne have recently completed certificates in:

- Common Health Conditions Level 2
- Supporting Individuals with Learning Disabilities Level 3
- Creative and Therapeutic Activities in Health & Social Care Level 2
- Principles of End of Life Care Level 3
- Understanding Behaviour that Challenges Level 2
- Dementia Awareness Level 2

Well done all.



If you go down to the woods today...

Service user Keith was out bird watching with Team Leader Elaine when they came across this little fellow!

And we thought it was teddy bears you had to watch out for in the woods!

Multi talented

Taking a break from baking this month, service user Lindsey has been getting her garden ready for summer.

Here she is planting some seeds. She was so determined to do them herself despite husband Dave trying to finish them off for her. She kept telling him off and told him to go away. It was her project – look at the determination on her face.

Well done Linds.



Jess Mann, ILH Team Leader...

"Jess helped me massively when I was overwhelmed with the amount of paperwork to scan in. Jess saved the day, she recognised my stress and took the paperwork and scanned it all in for me. I can't thank you enough Jess."

From Katie, TL

Elaine Powell, Sue Robbins, Graham Downing and Thomas Mitchell...

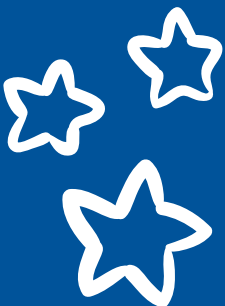
"Thank you all, you've all been so good to me".

From a service user's wife.

Nick Gray, Support Worker...

"For supporting with various things such as sorting out details with Halo, playing rugby and being a great driver. He also said about how you have all encouraged him to get out more and he feels so confident with you by his side. He trusts SIL as an organisation more than he has ever trusted support workers before – to the point that he says we could send him any support worker and he would be confident that they would be great".

From a service user's family .



LD Art Week



During Learning Disability week we celebrated the inclusiveness and wellbeing that can be gained from an art or creative activity by sharing the fantastic creations of our service users.

Andrew made this brilliant box and decorated it with one of his favourite things; dinosaurs. A very accomplished bit of craftsmanship never mind the artwork.

You'll see many more examples throughout the yearbook.



Thanks to Sheila's family and team for making her birthday this year so special.



Sheila made scotch eggs, coleslaw and other nibbles to welcome her guests through the day in a socially distanced manner. Sheila said it was the best birthday she had ever had.

Here she is pictured with some of her many floral gifts alongside Dave and Support Worker Hayley and Registered Manager Lisa .

Wheely good fun

Service user Luke and Support Worker Caitlin enjoying the late May Bank Holiday sunshine.

Did you have to run to keep up Caitlin? That bike looks like it could go pretty fast!



Going up!



On 12th June, Support Worker Sarah set off with her friend, Rai, at 6 am to complete a 24.5 mile walk over the Yorkshire Peaks of Ingleborough, Pen y Ghent and Wharfedale. With only 12 hours to complete the challenge they tackled 5200 feet of ascent.

Sarah took on the challenge in memory of two very special people and raised funds for Megan Baker House.

"The views from the top were totally amazing and the Yorkshire landscape so beautiful and dramatic. Although I won't be doing anything like it in a hurry, I am glad I did it. It is not for the faint hearted....."

"I think I'll stick to sponsored tiddlywinks in future....."

Martial Arts experts

Support Worker Naomi sent in these great pictures of service users Josh and John (L to R) receiving their awards at Matt Hudd Martial Arts CIC.

Josh had spent months watching and clapping other people getting them so now it was his turn to be clapped. Josh received his tags for his white belt for his hard work and class participation.

John is an old hand and was awarded a tag for his red belt. Congratulations to John and Josh.

Matt Hudd Martial Arts CIC runs a variety of classes for all ages and all abilities.



Elaine Powell, Team Leader...

"Ahhhh, Elaine's brilliant, she's so thoughtful and she's always looking out for me!"

From a Support Worker

Support Workers:
Donna Tranter,
Chelsey Fulcher,
Naomi Fulcher,
Marilyn Phillips, Lisa Spencer, Abi Neville, Hayley Secker, Charie Barrington...

"I would like to say a great big thank you to all of my team, for everything. I think that you all do an amazing job and I also feel that you all deserve special recognition".

From service user SC

JULY

Joyce Taylor, Support Worker...

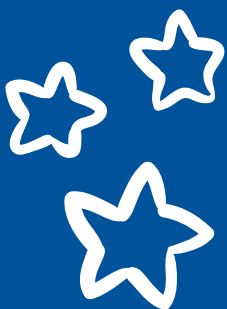
"For collecting my grow bags and planting the tomatoes in them and looking after them".

From a service user.

Chloe and Lauren, Homecare Support Workers...

"They were both so professional, absolutely excellent. They controlled the situation so well. They are an absolute credit to the company, so much so that I felt obliged to ring you and let you know how impressed I was".

From a Health Practitioner



All the fun of the fair

Service user Alan had a fun packed day at Stourport on Severn amusements....look out Lewis Hamilton!

Gary, Support Worker, took these fab photos of Alan enjoying his day out. It's clear to see Alan was enjoying himself.



Ringing endorsement

Support Worker Naomi was full of praise for Josh this month. She said, "Josh put together a marvellous bug house so that a picture could be taken of what it needs to look like. Josh then dismantled the bug house so that it could go out to a client in an activity pack".

"Our days are fun packed with visits to Queenwood's Gruffalo trail and view point, parks, lunch, town and Judo".

"Being able to be out within the community really is a blessing and Josh enjoys every minute of it. He is becoming more sociable and greets people we come across with a friendly "good morning".

NOW
THAT →
IS SERIOUSLY
EPIC



Hello

Throughout the year we welcome many new service users but when Sheila joined us in July we were reminded that it's the simple things that can become difficult and can add so much to our quality of life.

Support Worker Elaine sent in this photo of Sheila, who was encouraged to sit outside and enjoy the beautiful weather. Elaine commented on how much Sheila and devoted husband Dennis enjoyed their time in the sun.



Come on England

Football may not be coming home, but Sylvie enjoyed a break from gardening to get out the flags and show her support for the England team at the Euro finals.

Although England didn't win as Sylvie predicted, we're sure she enjoyed the game and the excitement that surrounded it.



Whizz at woodworking

Service user Ian was busy during Learning Disability Week last month. He started to attend Breinton Farm, Hereford five years ago and during this time he has learned a lot of skills, especially using a draw knife and a pole lathe.

Ian has made tables for his family, CD racks and much more.



Goodbye

Thanks to service user Ann for hosting a small garden party for Support Worker Sue Davies, who has retired after 12 years working for SIL. Team Leader Elaine provided the cake.



Hayley Secker, Support Worker...

"I would like to say a big thank you to Hayley for helping to put in and decorate the raised flower beds in my garden. Also a thank you for all the gardening that Hayley has supported with recently".

From a service user.

Amy, Rhiannon and Briony, DPSS Team...

"It was lovely to meet you both. Thank you for all the information you provided us with. We are very impressed with the service you provide.

Rhiannon has contacted us as promised about recruitment. We look forward to speaking to you again soon".

From a new DP service user

Good Luck!

AUGUST

Paula Palmer, Marketing Co-ordinator...

"I just wanted to say thank you for being so helpful during my short stay at SIL and always checking up on me, offering more help where it was needed and always making sure I was happy and okay, it was very much appreciated".

From a colleague.

Homecare Team...

"Her illness was made more bearable by the wonderful care given by your team. Even if she couldn't always remember their names, we were in awe of their gentle and professional attention with a little humour thrown in".

From a service user's husband

Reaching for the (TV) stars

Service User Lindsey has been busy on her loom again. This time creating a logo for TV show , This Morning presenters Phillip & Holly which she has sent into the programme.

Lindsey crochets and knits by using a mouth stick. These mouth sticks are no longer in production in the UK and she was really struggling to replace the one she has. She was hopeful that Phil and Holly may pick up her story when they receive this lovely gift and help her search.



All In a day's work

You can never say that working for ILH or with Lindsey is boring. When Megan turned up for her shift in August she was faced with the challenge of decorating the kitchen.

Helped by Linds and husband Dave, the kitchen had a revamp in a little over four hours. Well done Meg!



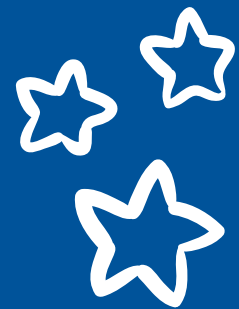


The Access Project Team...

"Despite having an enormous project (Access), the difficulties around it and so much work to do as a result, and keeping up the day job as well!... you are all still willing and responsive to other team's demands. I think you have amazing resilience and are great role models.

Thank you for not making me feel like a nuisance when I appreciate your priorities could easily be elsewhere".

From a colleague.



Reunited

With the easing of lockdown restrictions, service user Sheila was able to spend a few days with her whole family.

Accompanied by Support Workers Lisa and Abi, Sheila had a fantastic holiday with her nearest and dearest, many of whom she hadn't seen for over 16 months.

Quality Audit

Independent Living at Home was delighted to report that following a Quality Inspection from Hereford Council's Quality and Compliance Officers, we received a rating of



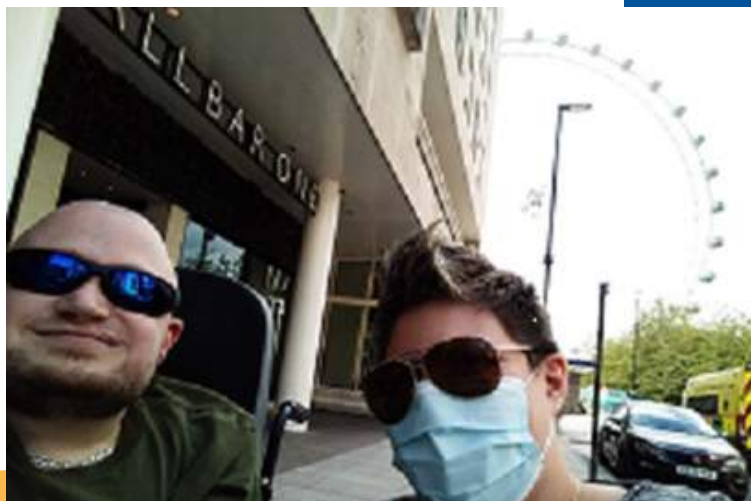
This is the **highest** rating possible and demonstrates "no or minor concerns".

🎵 Holiida-ay

ILH service user Pat and Team Leader Katie enjoyed a trip to London.

In a packed day they visited the new Sea Life Centre in Westminster and checked out the Houses of Parliament.

Here they are pictured looking very cool in their shades in front of the Millennium Wheel—rocking that look guys!



SEPTEMBER

Ruth Davies, Support Worker...

"For supporting me to organise a lunch for friends. Ruth arranged it all and set all the food up.

Ruth also took me to see family in Llanbrynmair. She always goes above and beyond to better my life".

From a service user



Avenbury Farm

Avenbury Farm offers adults with disabilities and additional needs, therapeutic day activities on their farm. It is set on 8 acres and comprises of animal paddocks and barns for amongst others sheep, horses, guinea pigs, rabbits and alpacas, a vegetable garden, an orchard/play area, a forest craft pavilion and quiet seating areas.



Indoors there is a kitchen and arts and crafts workshop, a woodworking room and rooms for communal activities.

The farm is very popular with SIL service users and support workers alike. Naomi and Elaine had a lovely day with service user Andrew in September. Elaine said "He loved seeing the horses as usual and asked me to take some photos of him with them".

"I jumped at the chance and took a few which I sent on to his parents; his dad joked that it looked like the horse had eaten Andrew's arm".

Lights, Action, Camera

Throughout August and September we had the pleasure of working with film production company Wild Edric Media, some of our fabulous service users and SIL colleagues.

We were filming for a series of mini films to talk about each of our key service areas. From filming out and about at Avenbury Farm with service user Alan to chatting with our slightly camera shy colleagues in the office it was a great experience and we were delighted with the results. The films were launched at our 25th Anniversary awards and AGM celebration in the October.

They can now be found on our website www.s4il.co.uk/about-us/videos.

Teamwork and friendships

Before the pandemic SIL held regular events for service users and staff, it was during one of these that service users Ian and Sheila met through their shared Team Leader Donna.

Sheila loves gardening but mowing the lawn is not something she is able to do; Donna had a great solution and asked Ian if he would like to lend a hand to friend and fellow service user Sheila. He agreed and now regularly stops by to help out in the garden.



Back in March we featured Sheila creating a flower and vegetable garden. Look at this crop of potatoes that she dug up... plenty for you and your gardening assistant.

New Head of Finance



At the end of September we said Goodbye to our Head of Finance, Mike Moyles. He left with the usual collection of gifts and our very best wishes and thanks.

Fortunately, whilst Mike moved on to pastures new we were also able to welcome to the team, Peter Skelton.

Peter comes to us from Gloucestershire Constabulary where he was Chief Finance Officer. He says: "I am really looking forward to working for SIL and have already been impressed with how friendly everyone is."

Nick Gray, Support Worker...

"Yesterday, Nick and LO made cupcakes together, LO had a massive smile fully enjoying making a mess and getting them all wrong.

It was so nice to see him smile and being so happy. Nick was brilliant with him".

From a Service User's parents.

Hayley Secker, Support Worker...

"For taking sunflowers down and fitting a kitchen cupboard door. Thank you".

From a Service User



Welcome

25TH ANNIVERSARY AWARDS AND AGM

Paula Palmer and Briony Phillips...

"A huge thank you and well done to Paula and Briony for the SIL in-house video. I can only say it is amazing and what you have done together is a real achievement and you should be very proud of yourselves and of your contribution to our 25th anniversary celebration. It is such a lovely recollection of SIL and tempered with just enough humour to make it enjoyable as well as thought provoking. They put in a lot of hours to complete the film in time, many of which in their own time. It is wonderful – well done both!"

From Shelagh
Callaghan



AGM to top all AGMs

The long awaited 25th anniversary celebrations took place at the Courtyard, Hereford, at the beginning of October. The formal AGM marked SIL's journey over the past 25 years and played tribute to its service users, staff and trustees during this time, we even had the pleasure of welcoming back founding CEO Marion Tweed-Rycroft.

The red carpet was rolled out for the annual awards for outstanding support workers, which always forms part of the AGM. However, this year there were new awards for office based teams and also for the outstanding Personal Assistant (PA) of the year, nominated by those holding their own funds and using SIL's Direct Payment Support Service. There were so many nominations that as always, choosing the winner in each category was very difficult for the judges.

After the awards, it was time to launch the new SIL videos, which can now all be viewed on SIL's website. As well as the new professionally made videos, there was a potted history of SIL with some lighter moments in a home-video produced by two talented members of SIL's staff, Paula Palmer and Briony Phillips.

It was a great team effort and enjoyed by everyone who attended. Here's to the next 25 years!

And the winners were...



The Judy Phillips Memorial Award
Support Worker of the Year ILH
Peer nomination
Pauline McLoughlin



The Ian Jones Award
Support Worker of the Year ILH
Service user nomination
Zara Cook



The Adam Cove Award
Team Leader of the Year ILH
Support Worker & service user nomination
Donna Tranter



ILH Team of the Year
Service user nomination
MB's team:
Support Workers Dave Hopkins, Richard Baynham, Nick Gray and Nikyta Carey



Homecare Services Award of the Year
Service user nomination
Carolyn Layton



Outstanding PA of the Year
DPSS service user nomination
Jackie Innis

Excellence Awards...

Implementing a new banking system while homeworking

DPSS team; Christy Dallow, Amy Deacon, Caroline Batley, **Bee Phillips**, Rhiannon Evans and Jess Pantall.

Supporting the growth of the organisation through sound financial management

Finance Team; Mike Moyles and Jennie Jones.

Maintaining all office functions during lockdown

HR & Business Support; Gemma Lewis, Karen Hunt, **Chib Alexander**, Millie Davies and Paula Palmer.

RE SIL AGM...

"Just wanted you to know how absolutely flattered I was to be nominated by my fellow peers today for Support Worker of the Year Award! I was so surprised as I have only been with SIL since April...

...SIL is a great company to work for and this certainly showed today with the attendance of the many service users, Staff and the lovely videos the company presented. Thank you again for a very pleasant afternoon."

From a Support Worker



CONGRATULATIONS

OCTOBER

Gemma Lewis, Head of HR...

"Many thanks to Gemma for all her support and hard work in ensuring a smooth transition for PA's joining SIL as part of a new pilot project.

Taking on the role as a Third Party Provider for a PHB service user within DPSS has been a lot of hard work, but the support from Gemma in HR has been fantastic and removed a lot of the work from the DP team".

From Shelagh Callaghan, Head of DPSS

Even our service users were impressed by the new software...

Lindsey Muckles was really excited about it. "This is the sort of thing that I have been asking about for years. It seems really easy to use and I want to be able to help Support Workers make the best of it."



Graduation surprise!

Lisa Bradley, Registered Manager in ILH, had a lovely surprise when she attended her graduation ceremony at Hereford Cathedral; she was greeted by a number of Service Users and employees to wish her well.

Lisa achieved her Level 5 Diploma in Leadership for Health and Social Care, Adults, Children and Young People's Services.

Lisa said: "SIL was very supportive of me during the time I was studying and it was especially useful to be able to draw on the experience of service users and Support Workers to help me complete assignments".

This achievement is a great example of how SIL really does support employees every step of the way with personal and career development.

Technological advancements

The April pages of our yearbook documented the start of a project to update our care IT software; well, after lots of hard work configuring and transferring of data September saw the teams phasing over to the new system.

Donna Tranter said, "Having this system in place will give the team leaders more time to spend with service users and staff. It will allow us to make more of team meetings/ supervisions and improve work life balance.

"I really like the way support plans and risk assessments are easily accessible which means staff will be able to go on shift fully informed and have easy access to up to date and much needed information on the service users we support."

Third Party Provider

The Direct Payments Support team embarked on an exciting piece of development work at the end of October. SIL took on the role of a Third Party Provider for a service user funded by a Personal Health Budget (PHB). As a Third Party Provider SIL becomes the employer of a team of PAs, that would usually be employed directly by the service user. These PAs are employed solely to support the service user and their pay comes from the CCG.

The pilot will run for one year initially, but it is hoped that once this new method of working is embedded, SIL will look to take on more PHB funded packages as a Third Party Provider.

Although the pilot is being managed by the DPSS team, this involves collaboration across the organisation: Lisa Bradley is advising on CQC requirements; Gemma Lewis has led on the TUPE process and setting up SIL contracts; while Peter Skelton and Jennie Jones will be supporting the payroll function going forward.

Health & Social Care Awards 2021

In October virtual posh frocks and tuxedos were donned to attend the Hereford Times Health and Social Care Awards for 2021. We are very pleased to announce that, for the fourth year running, SIL's nomination for one of its support workers won the Home Carer of the Year Award.

The winner was Oliver Dale for the way he stepped into the unknown as a support worker at the height of the pandemic. He quickly adapted to working within social care, changing his approach to ensure each of the service users he supports receive the independence and security they require.

Lisa Bradley, SIL's Registered Manager, collected the award on Oli's behalf and said in her acceptance speech, "I am so proud that Oli has won this award, he truly deserves it and he has been a great asset to our company - he really is what SIL is all about".

Donna Tranter, Team Leader...

"I just want to say, you truly are the best team leader ever. You do an amazing job and have a heart as big as the moon. You are truly an asset to the company and we all appreciate everything you do. Thank you for all you have done for me."

From a Support Worker



HOORAY



Employer of Choice

There was a great deal of discussion about social care recruitment, retention and pay rates in the national media towards the end of 2021, and SIL took the decision to try and do something about it.

SIL gave all staff (other than those on NLW or apprenticeship rates) a 10% increase to take effect from 1st December.

This step was taken to acknowledge the hard work of staff across the organisation and recognise the value of the profession, and comes on top of previous years' pay increases, the introduction of paid sick leave and maternity/paternity leave.

The move comes as SIL identifies the need to grow its team to meet the demand for social care and to remain employer of choice in this sector and make the best possible working conditions for our staff.

Making tracks

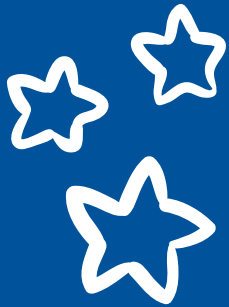
On the recommendation of Support Worker Graham Downing, Luke Wilkins, supported by Kristina Labauskaite enjoyed a day of steam train spotting at Hereford station where there were not just one but two trains visiting. Luke and Kristina were there to see them go both ways so four photo opportunities!



Millie Davies, Business Support Apprentice...

'I wanted to acknowledge how brilliant Millie is. She is a tremendous asset to SIL; nothing is too much trouble, she is polite and responsive and delivers work so efficiently. I really do think she is brilliant'.

From colleague, Paula Palmer



Back in the kitchen

Service user Lindsey watching (and having a little chuckle) whilst husband Dave get his hands dirty with this spicy marinated chicken and veg. She had done all the hard work of chopping but left him to this messy bit!



Thanks to Support Worker Elaine for this photo. She said how lovely it was to see them laugh together on this joint project.

Super Millie

Millie started with SIL in September 2019 as Business Support Support Apprentice. Her main responsibilities were reception related but she has been a massive support to SIL throughout the Covid pandemic; maintaining supplies of PPE and testing kits, providing office cover and supporting HR. In what has been an unusual time she has excelled, proving herself invaluable and not only that, she has achieved a Distinction in her Level 3 Apprenticeship in Business Administration.

Millie is now helping with SIL recruitment and will be the very first person you speak to if you are interested in a job at SIL. She makes a very lovely bag model too!

Well done Millie - we're very proud and so glad you became part of our team. What would we do without you?!

Take a break

Ian Bambrough gives a thumbs up to one of the chefs at Pontins where he enjoyed a short break in Weston Super Mare with support workers Andy Rachel and Charlie Poolton. Ian enjoyed walking along the promenade and the entertainment in the club.



**Paula Palmer,
Marketing Co-ordinator...**

"Thank you for all your hard work in creating the new Training Brochure, it looks amazing"

From colleague, Karen Hunt



DECEMBER

ILH Team Leaders...

"The last three months have been particularly difficult for the team leaders as at the same time as learning about the new Access system, they have had to continue with the "day job".

There have been some very challenging times with trying to cover unexpected absences (often covid related) but they have pulled out all the stops to make sure no shift has gone uncovered, often doing the extra hours themselves. ILH would not be able to run without this fantastic team"

From Lisa, ILH
Registered Manager



A Christmas Tree with a difference

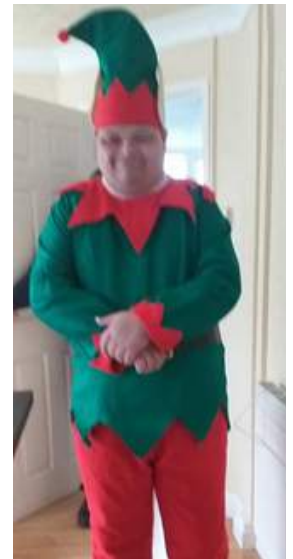
Service user Alan would be very excited to have a Christmas tree in his house but would be too tempted to pull off the pretty baubles and tinsel, so support worker Martina Pritchard came up with an ingenious idea...she painted one on his wall.

She promises she will paint the wall again after the festive period! Well done Martina.

Move over Buddy the Elf - here comes Ian the Elf!

SIL's first and only elf service user, Ian volunteers to help the Hereford Lions Club every year with the Annual Father Christmas Sleigh Run.

With Ian the Elf to help, Christmas cheer is spread to the children of the county.



Christmas crafts

Josh has been busy again... he proudly displays his festive picture he made at Widemarsh Workshop, helped by Support Worker Naomi.

Josh can usually be found hard at work in the garden there but took some time out to create this gift for his parents.

Homecare festive selfies



Karen Hunt, HR Admin Officer...

"Thank you for organising a fantastic Christmas meal. The bowling was a lot of fun"

From all the Attendees.

Bee Phillips, DPSS Advisor...

"Thank you for stepping in and covering the phones for us, you are a star"

From HR and Business Support.

We really enjoyed seeing all the festive selfies sent in by our Homecare Support Workers as they helped service users get into the festive mood.

Christmas Bingo

Thanks to a fantastic effort by the HR and Business Support team, SIL was able to host a virtual bingo night for the second year in a row. As a team effort by everyone who bought bingo cards and raffle tickets we have successfully raised £312 with all proceeds going to Save the Children.

Thank you to everyone who donated prizes including staff, Trustees and local companies: Origin Pizza, Beefy Boys, Yeleni and the Courtyard. Ruth Davies, ILH Support Worker was winner of the top prize, a tablet donated by our IT Support company Tech Team.



Save the Children





Thanks for joining us on our trip through the archives.

We hope you enjoyed it.

We'll continue our mission to be the provider of choice for individual care and support, empowering people to lead an independent life.

Meanwhile keep an eye out for more news in our Quarterly Newsletter, Facebook, Twitter or Website



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