



and



Jenny Gunn, 1980-2005

Dear friends,

Our seasonal message of peace and good will to all is tinged with sadness following the unexpected death of one of our clients, Jenny Gunn. Any of you who were able to attend the launch will remember Jenny, who spoke so warmly about the changes in her life since becoming involved with Supported Lives.

Jenny had been seriously ill for some time, but nonetheless her death was sudden and unexpected. She leaves behind a daughter, Ellie, of 20 months and her mother, Sylvia; our thoughts are with them at this sad time. We would also like to mention the great work done with Jenny by our Support Co-ordinator Mandy Lund.

Mandy had helped Jenny prepare a short piece about herself for this edition of the Bugle & Trumpet, and so it seems appropriate that we should include this, just as she wrote it.



Who Am I? Jenny Gunn

My name is Jenny Gunn and am a 25 year old with a baby daughter at 19 months. I have a slight learning disability and my support worker from Supported Lives has supported me for over a year now and has helped me to cope with many emotional and health problems. I have just had major surgery after been diagnosed with cancer of the Thyroid Gland. My support worker is helping me to cope with my treatment now at Cookridge. Supported Lives has changed my life for the better and has encouraged me to stand up for myself and deal with what life throws at me.

Christmas Greetings!

All of a sudden Christmas is upon us again.

May we take this opportunity to wish all of our clients and their families

**A Very Happy Christmas
and**

A Peaceful New Year

John & Jon

A Grand Day Out...

Christ Church coffee shop

Christ Church coffee shop in Ilkley is on the corner of New Brook Street and Church Street. It is located in a church hall about seven minutes walk from the Railway/Bus Station. The church has a tall spire; if you turn right outside the train station and keep walking you can't miss it. The coffee shop opens from 10:00am until 4:00pm. There is wheelchair access and the toilets are just inside the main entrance to the building.



They make all their own cakes - which are excellent ... especially the date and walnut cake and the seed cake. James and I usually have a bottle of fizzy water, a pot of tea for two, a packet of crisps and two scones - all for about £3.50. The coffee shop is in a big room with plenty of tables. The staff and other customers are very welcoming and friendly. Highly recommended.

John Moroney

A Grand Day Out...(2)...

The Settle-Carlisle Line

There's a great offer available at the moment: return tickets to anywhere on the Settle-Carlisle line for only £5!

The offer is open to anyone with a Concessionary Permit, whether senior, disabled or blind. (It's also open to holders of MetroCards with a rail zone element.) If your Concessionary Permit includes a companion they can also travel for £5.



There are plenty of trains running from Shipley and Keighley and you can buy a through ticket from any West Yorkshire station. So, you could enjoy a walk in the Dales (for the hardy) or spend a few hours in Carlisle (or even Morecambe, as this line is also included in the offer) at a very reasonable cost. I think that the wonderful views between Settle and Carlisle are worth the £5 by themselves.

The offer runs until 10 February



Christmas Coffee

Don't forget

Monday 19 December

10:30-2:30



We'd love all our clients, carers and care managers to drop in for coffee and mince pies



Supported Lives Client Questionnaire 2005

In September 2005 we sent out questionnaires to our clients. The aim of the questionnaire was to determine what people thought of the service they are receiving from **Supported Lives**.

The information received will be used to help the **Supported Lives** staff and management team to identify their strengths and weaknesses. This will help them continue to maintain good standards of care and improve on services.

Twenty four questionnaires were sent out and fourteen were returned; the following is a brief report on some of the findings from the questionnaires.

- The clients were happy with using the **Supported Lives** services and would continue to use them.
- Staff were on time and turned up for sessions. In some circumstances staff would contact service users if there was a problem and they were running late or unable to come due to illness.
- Some clients had the same staff member for sessions others had changes in staff. In some circumstances clients felt that it was important to have the same staff and that **Supported Lives** would let them know if there was to be a change of staff.
- Some clients have contact with the **Supported Lives** management team others said they did not.
- Generally clients said they were not aware of **Supported Lives** policies and procedures.
- Most clients who have replied so far would like to have either a regular review or at least more information about reviews.

The following are some suggested ways to improve on the above points from the questionnaires:

- Continue to listen to clients and to encourage a service that is based on individual needs.
- To continue to communicate any staff changes to clients and to encourage staff continuity.
- To have an information sheet showing "Who's Who" in the staff and management structure of the **Supported Lives** team.
- An "easy to read" policy and procedure page on the regular newsletter to remind clients of issues such as the staff moving and handling and complaints procedures etc.
- **Supported Lives** management team will look into regular clients' reviews.
- **Supported Lives** can encourage feedback by using the following:
 - The Advisory Committee
 - Client questionnaires every 2 years
 - Regular client reviews

Finally thank you to everyone who filled in the questionnaires: we value everyone's comments and feedback about the services we run at **Supported Lives**.

Tracy Ellington

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