



and



## Who Am I? Richard Cullen

**I** have been with **Supported Lives** ever since the company started.

I enjoy going to the gym at Richard Dunn Sports Centre on Mondays with



Owen and on Fridays with Imy. On Tuesdays I go out on trips with Jon K - I like going to the Cow And Calf on Ilkley Moor and to Freeport in Castleford which is a designer shopping centre.

On Wednesdays I attend the Cathedral Centre with John M, where I am doing computer courses. Recently I finished a Bradford Bulls calendar using a lot of my own photographs as part of a Digital Imaging course, which I have now completed.

I am a very keen Bradford Bulls fan. I go to see them whenever they play at home at Odsal stadium; I also travel to many of their away matches with my family.

Apart from winning the Lottery, I am not sure what I want to do with my future

## Advisory Committee

**O**n Monday 19 December **Supported Lives** held their first Advisory Committee meeting.

The role of the Advisory Committee is to meet 2 or 3 times a year to evaluate the delivery and quality of services at **Supported Lives**. They will also offer advise on the direction of services.

There were eight people who came to the December meeting these included carers, service users and people interested in the work of **Supported Lives**. Jon Wright and John Drury gave a report and update on the work in the past year. After the meeting we all went along for mince pies and coffee at the **Supported Lives** Christmas coffee morning.

The next advisory Committee meeting will be in May if anyone would like more information about the committee please ring me at the **Supported Lives** office.

I would like to say a big thank you to the people who came along to the meeting and offered their ideas, comments and support.

**Tracy Ellington**

## A message for carers

**L**ike they say in all good companies... "If you like the way we work,tell others. If you don't tell us!"

Sometimes things can go wrong. If they do, please let us know so that we can find out where the problem lies and help to put it right.

## Staff Training

**W**e will be starting a series of training sessions for all **Supported Lives** staff within the next month or so.

All of our staff come to us with relevant training or experience. We wish to build on this by providing training that is matched to the challenges that staff can face on a day to day basis. We also hope that the sessions will equip workers with the tools they need to better understand the needs of the clients they work with. All these training sessions will be repeated after six months, and it is hoped that all staff will have attended all sessions by the end of the year. The training includes:

- Autistic spectrum disorders •
- Protection of vulnerable adults •
- Child protection • Risk assessments • Core values •
- Diversity • Parents with learning disabilities • Disability equality •
- Carers and family perspectives

If there is anything else that you think we should include as essential learning for staff, please let us know

## A Grand Day Out...

### Bolton Abbey

**O**nly room for a short one in this issue, but it's one that's well worth a visit. There is lots of great scenery at Bolton Abbey, and it's very accessible. There are miles of woodland and riverside walks, a lot is very easy walking, and much can be covered in a wheelchair. There are also two cafes. It's only a 15 minute bus journey from Ilkley (no. 74 at 09:35, 11:35 and 13:35).

**Brett**

## Complaints Procedure

**T**his is a shortened version of the **Supported Lives** complaints procedure as a reminder for clients, carers and staff.

### How to complain:

#### What carers and clients should do

If a carer has a complaint to make about a **Supported Lives** issue they should do any of the following:

- Verbally tell the staff
- Verbally tell the senior managers or directors at **Supported Lives**
- Ask for a complaints form from **Supported Lives**. Ring the office and they will send you a copy

### If someone complains:

#### What staff and managers should do

- Staff should take comments made to you by carers seriously. Verbal comments must be treated the same as written ones.
- Staff should pass on to the senior manager any comments or complaints they have received.
- Clients will be kept informed on what is happening to their complaint.
- The manager will inform complainant of progress within 10 working days.
- The senior manager must treat all the complainants seriously.
- The directors must ensure that the complaints system is maintained and that it is readily accessible to all.

If you have any queries about the procedures or if you would like either a copy of the procedures or a complaints form please ring the **Supported Lives** office.

**Tracy Ellington**

### Contact details

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Telephone: 01274 223 242; E-mail: office@supportedlives.co.uk