



**services for
independent
living**

YEARBOOK 2025



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.

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**A year in the life of our Staff,
our Trustees and our Service Users.**

JANUARY



Many congratulations from all of us at SIL to Support Worker Chloe Lea who tied the knot with Owen in a festive ceremony just before Christmas. Chloe – you look stunning and what a cake!

We created an atmosphere of dignity by displaying posters in our office, assembling a Digni-Tree in our reception area where staff could hang pledges of how they will promote dignity and hosted a Digni-Tea event for staff to learn and reflect about how dignity impacts the care we give.

Shout out to Millie, Amanda and Auguste for helping to organise the event and setting a beautiful spread for staff to enjoy while considering ways to champion dignity in care.



FEBRUARY



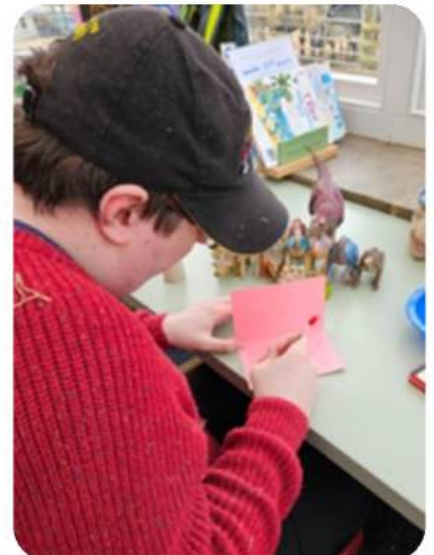
Love was also in the air for ILH service users Kyla and Matthew Spellar who tied the knot at their wedding held at The Green Dragon, Hereford.

National Service may have had its day but that didn't stop ILH service user Josh Phillipson donning an RAF cap at the RAF Museum Cosford when he went for the day with team leader Donna Tranter-Emms



Service user Andrew Gilkes enjoyed creating a Valentine's card for his mum at Avenbury Care Farm and service user Kyle Danby (left) proudly showed off his Valentine's decoration also made at Avenbury Care Farm.

Thanks to support workers Charlie Clynes and Abi Neville for the photos



MARCH



Service user Nancy and support worker Carolyn enjoyed a lovely outing to Kenchester Water Gardens, where they thoroughly enjoyed the homemade quiche for lunch.



Gardens were also on the mind of service user John. Here he is, preparing his garden with support worker Ella.



Leon had a brilliant start to life with SIL as, thanks to support worker Elaine Copeland and team leader Katie Loughran, he enjoyed a great day at Crufts.



APRIL



Easter Egg-stravaganza arrived back in SIL's Leominster offices again this year.

There was egg painting, an Easter Bonnet competition (won by a fantastic entry from ILH service user Anita) and lots of laughter and chatter.



Once again this year we were delighted not only to welcome many of our service users but also some of our support workers and their children,



Although Jean wasn't able to attend this year's event in person, she still came out on top with her raffle tickets—clearly a lucky streak there!



APRIL



Meanwhile, ILH service user Lindsey Muckles, left, enjoyed a night out with a difference! Along with members of her support team and team leader she went along to Rave Bingo at Hereford's Left Bank.

HCS service user Anne, right, spent a delightful week away with her son Shaun. The trip was full of lovely moments—and she's already counting down to the next adventure!



And it was special celebrations for HCS service users Margot and Mike, left, who celebrated their Golden Wedding anniversary. Congratulations! What a beautiful milestone—here's to many more years of happiness together.

ILH service user Luke Oliver made the most of the sunshine by taking a dip in Wye Leisure's jacuzzi, before ten pin bowling. Luke was pleased with his win against support worker Paige Evans.



MAY



ILH service user Georgia, left, enjoyed a game of bowling at The Grove in Leominster. Thanks to support worker Issy Fox for this photo.

Will Brandt enjoyed an evening at The Courtyard where he saw a performance of 'A Shoddy Detective'. The play was right up his street with plenty of slapstick action.



June Peters had a lovely craft morning at the community hall in Kington.

**Wear It Green –
Mental Health Awareness Week**
May 12th – 18th marked Mental Health Awareness Week, and we proudly took part in the Wear It Green campaign to help raise awareness and show our support.



MAY



From the Homecare Album



JUNE



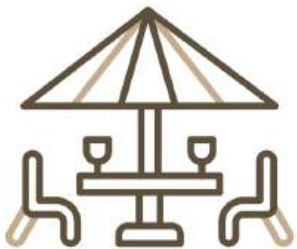
Happy Retirement, Carolyn!....

After 16 wonderful years with the Homecare team, Carolyn has officially hung up her tunic.

Known for her unwavering compassion and kindness, Carolyn has been a dear friend and a valued colleague. She will be deeply missed by all. Wishing her a joyful and relaxing retirement!



The sunshine continues to brighten our days! Sylvia and Chloe, top photo, soaked up the afternoon rays, while Grace and Ruth, below, enjoyed a cooler moment in the shade at a local cafe. A lovely way to make the most of the beautiful weather.



Service user Sheila Carr is now a published author! As a surprise for her recent birthday, her brother Paul arranged for copies of her book, "April and her Adventures" to be printed. She spent the weekend with family and, as well as the book, had a surprise cake too.



JUNE



Also being creative is service user Lindsey Muckles. She has been busily painting canvases which she is selling to raise money for SIL.

Service user Clare Smith, preferred chilling out in the sunshine to working. She enjoyed a visit to Oakchurch with Team Leader Eva Tudose-Dobran so much, they went back the following week for an ice-cream!



Thanks to support worker Hayley Secker for this photo of her and service user Anna Jenkins enjoying their monthly Evergreen Club outing for lunch at The Fountain Inn,

send us your photos !





Tablet Testing.....

A few months ago we invited service users to become involved in a new project to introduce tablets into libraries across Herefordshire. Of course, we aren't talking medication—but technology!

Herefordshire Library Service had approached Accessible Herefordshire, SIL's charity of the year, to help trial the tablets, and this is why we invited you all to be a tester.

One of our service users, Vicki Manley, who is also a SIL trustee, offered her time to support the testing. She has kindly written the following review for us about her experience.

We do ask from time to time for service users to get involved in projects, so please do volunteer if you are able to. As Vicki wasn't able to come into the office to do the testing, a member of Accessible Herefordshire went to her home and they were able to work together there—so we will always try and support you to get involved if you'd like to!

"I was recently visited by Vicky from Accessibility Herefordshire to help test a tablet for them to see how accessible it was. The tablet is to hopefully be used in libraries.

It is about the size of an Ipad I would say. It runs on Android operating system and is a touch screen.

As I am blind, I had to use Talk Back speech screen reader to enable me to be able to access it. I was very pleased to discover it has speech as sometimes this is not the case sadly.

It was really good finding out what is on the tablet, such as online library information and information about libraries in general. I didn't realise that you could access a lot of the things or that they even existed,

The speech has a few bugs in it, so I have offered to test it for them again.

If anyone out there is wondering whether they should get involved, I would say I think you will really enjoy it and find it really interesting as I did."



Thank you to Vicki for getting involved and telling us all about it.

JULY



Festival

Support worker Hayley Secker accompanied service user Dave Hughes to his first festival. Dave got the festival vibe with a snazzy shirt and shades.

SIL's Afternoon Tea, which took place on the 10th July was another great success. The sun certainly shone on us, there were gazebos in place and everyone was able to stay in the shade and tuck into their picnic boxes.



DPSS news



Coming to the end of his apprenticeship with SIL, Ben Willmet has proved himself such an asset within DPSS that he has been taken on as a permanent member of the team.

AUGUST



Big congratulations to HCS service user Sylvia, who recently celebrated her 94th birthday — what a milestone!

A visit to the Waterworks Museum, Hereford, including a ride on the miniature railway was the order of the day for ILH service user Alan Deem, accompanied by support worker Gary Meddings.



SIL Trustee Angela Higham enjoyed an afternoon in the garden watering plants and weeding with staff. Thanks to support worker Sandra Dew for the photo.



A Lovely Village Stroll



HCS service user Margaret had a wonderful afternoon enjoying a gentle stroll into the village with Lynne. The sun was shining, the conversation was flowing, and there may have been a little window-shopping along the way!

Service user Sylvie enjoyed a relaxing autumn break in Aberporth with support workers Pauline McLaughlin and Linda Jones. The team arranged a stay in an adapted bungalow and the trio made the most of the sunny weather with a two-hour walk along the stunning coastal path.



Congratulations to Maggie who has just completed her second year studying to be a paediatric nurse. Wishing you all the best in your final year starting in September.

ILH service user Lindsey Muckles with Elliot Goodwin, Joint venture partner & Veterinary Surgeon at Hereford Vets for Pets, where she presented him with a hand-designed plaque



SEPTEMBER

Quality Assurance Survey results



77 Surveys were issued, 44 to Homecare and 43 to ILH.

We had responses from 15 ILH service users, 9 Homecare service users and 4 anonymous responses.

100% of responders said they were happy with our services and felt that support workers were kind, polite and caring and treated you with respect. 100% said office staff were polite, and you were also confident that the services were well led.

100% said they would recommend SIL.

We received lots of positive comments:

SIL is always understanding of people with disabilities

Everyone is good to me

the staff are easy going, friendly and approachable and feel like family.

Maintaining my independence

We raised £112.71 for Macmillan Cancer Support just by eating cake!

Pictured right is Angie from Accessible Herefordshire, SIL's Charity of the Year, who won the Star Baker award (and a bottle of bubbly) for her Persian Apple Cake



Accessible Herefordshire

OCTOBER



Alan's team pulled off a surprise garden party for support worker Sarah McGuigan's "21st!!!!" birthday.

The team laid out a lovely buffet, Alan's mum treated everyone to home made sausage rolls and cheese twists, and Sean entertained with ABBA hits. Sarah was presented with a cake, a card and flowers to mark the occasion.



Winner of this year's Pumpkin Carving competition is ILH team leader Amanda Grimsley.

OCTOBER



AGM 2025



This year for the first time ever SIL awarded a prize for the member of staff from across the whole organisation who best demonstrated how they upheld our Guiding Principles of Partnership working, Respect, Innovation, Diversity, Equality and focusing on Strength based support. The winner was Hope Oliver from HCS and the runner up was Ben Wilmet from SIL's DPSS team.

NOVEMBER

We are a



We are delighted to announce that SIL has been certified as a Disability Confident Leader for another three years. This recognition highlights our ongoing commitment to inclusion, accessibility, and creating opportunities for disabled people across our organisation.

SIL is one of only 670 businesses in the UK to hold the status of Disability Confident Leader. This is a significant achievement and one we continually strive to maintain.

Our certification reflects our dedication to building a workplace where disability inclusion is not just a policy, but a culture.

Meet our new Chair of the Board, Nick Green

" As the new Chair of the Board I've got much to learn and I'm lucky to have joined an organisation that puts people first and cares deeply about making everyone feel welcomed. I'm bowled over by the dedication, commitment and energy people at SIL put into everything they do "



SIL announces Charity of the Year for 2026



Herefordshire Growing Point helps people living with physical or mental challenges, or ill health, to enjoy the therapeutic benefits of gardening.



DECEMBER



**Lots of festive
fun as always**



**and wreath-making
with Hereford
Growing Point**



DECEMBER



Lesley chose well on the Water and Wine lucky dip charity fundraiser



And Ian enjoyed a local panto



Celebrating in 2026



In 2026 SIL is celebrating 30 years of providing care and support in Herefordshire.

This is a huge achievement and one we will be celebrating throughout the year. Naturally, you'll be able to read all about our celebrations in the next edition of our Yearbook!

COMPLIMENTS

A service user and their friend could not compliment you enough, you are fantastic at your job, go above and beyond and nothing is too much trouble. Thank you for your efforts

: Homecare Service User, RR, called to say she wanted to let the staff know she really appreciates the help and support from them all, especially at the moment. All of the staff are going above and beyond, thank you.

I am really happy with how tidy the house looks and how well mum is looking. I would like to pass thanks onto all the staff that support her

FANTASTIC!

Good Work!

It has been an honour to work for SIL. I will miss everyone. I have loved the support and opportunities I have been given. Everyone is such a friendly and fantastic bunch.

COMPLIMENTS

Big THANK YOU to Katie for giving me a lovely long shower & taking time. As after being in hospital for a few days, I really needed it. Katie washed my hair & gave me a lovely head massage when she was rubbing the shampoo in & gave me two washes as my hair had gone greasy. Katie made me feel clean, refreshed & like a million dollars



To homecare staff: Could you please thank my carers over the past month whilst my back has been bad. They've really looked after me and done little things I'd normally do myself

Precious, a social worker, rang with great feedback about ES's team. She complimented them on the support they give to her which keeps her stable and out of hospital. This has also been noted and fed back to Precious by the Community Mental Health Team

A big shout out to both Charlie and Andy for supporting IB to have yet again another fabulous holiday at Pontins, Weston-Super-Mare. You are both absolute stars who went above and beyond to ensure IB was living his best life



SIL'S VISION AND MISSION AND GUIDING PRINCIPLES

SIL'S VISION

Independent living for all

SIL'S MISSION STATEMENT

The provider of choice for individual care and support, empowering people to lead an independent life.



Partnership Respect Innovation
Diversity Equality Strength-based

- P** Partnership working with individuals, groups and organisations to share knowledge and improve outcomes for disabled people
- R** Respect for all
- I** Innovation adapting efficiently and effectively to change and embracing new technology
- D** Diversity to be accepting of all people, both within and outside SIL
- E** Equality for all
- S** Strength-based maximising ability and not being constrained by disability

STAY IN TOUCH

s4il.co.uk

- **News**
- **Events**
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- and more**



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