



services for
independent
living

25th Anniversary

AGM Awards

2021



Programme

More about all the fabulous nominees,
the awards and the people that make SIL
an ongoing success.



Welcome to our Silver Anniversary

Welcome to our very special AGM, a celebration of the 25 years that Services for Independent living (SIL) has been supporting people in and around Herefordshire.

We are delighted that the event will be opened today by Mrs Marion Tweed-Ryecroft, who together with several disabled people, including our trustee Maggie O'Neill, lobbied Herefordshire Council back in 1996 for direct payments to be made available to anyone wanting to have more control over who would support them in their own homes.

Today's event is an opportunity for old friends to say hello, to meet new faces, to celebrate the wonderful people that make SIL what it is, to look back at what SIL has achieved in the past 25 years and to look ahead to the challenges we will inevitably face in the future, but just as surely overcome.

SIL is celebrating 25 years of delivering direct payment support services, 18 years of providing Independent Living at Home (ILH) and 2 years of short call support through Homecare Services (HCS). It is our staff of over 100 committed and passionate individuals, a team of dedicated and hardworking trustees and almost 400 wonderful service users that makes SIL a success story.

We hope you enjoy our special event, make new friends, have a few smiles along the way and leave today feeling uplifted and happy that you are part of what makes SIL so special.

Enjoy

Housekeeping

In the event of fire:

The fire exits are through the door you entered the studio and to the door to the left of the screen as you are seated. We ask that wheelchair users make their way out of the Studio via the door to the left of the screen. Otherwise, please leave the Studio via the door you entered.

No fire testing is scheduled for today so if the alarm sounds please vacate the Studio calmly using the exits as explained.

Toilets:

There are accessible toilets on each floor of the Courtyard.

Lunch:

The lunch will be served in the Chase Lounge on the first floor. There is seating there and on the outdoor terrace adjacent to the lounge. However, if you would prefer to stay on the ground floor the tables set outside the Studio are available for your use. There is an accessible lift to the first floor, but this may only take one wheelchair and support worker at any one time.

AGM Order of the Day

7th October 2021

WELCOME TO OUR EXTRA SPECIAL MEETING
CELEBRATING 25 YEARS OF SIL

11.30am Registration and welcome
coffee/tea

12.00pm AGM: the formal business

12.30pm Lunch

1.15pm The 25th Anniversary SIL Awards

2.00pm Cake, bubbles and chatter

2.30pm The film show

2.45pm Closing speeches

3.00pm Close

Our Trustees

At our AGM we are required to vote our Trustees
into position



Angie
Higham,
Chairperson



David
Hughes,
Service User
Trustee



Shirley
Mackay,
Vice
Chairperson



Tom
Misslebrook,
Trustee



Julie
Thornby,
Vice
Chairperson



Maggie
O'Neill,
Service User
Trustee



John
Rogers,
Treasurer

Thank you to our
Trustees who give their
time to support and guide SIL.



Awards 2021



This year's awards are a little different to previous years because we have introduced some new categories to reflect on the work undertaken during the Covid lockdowns of 2020.

We have also produced this booklet to include the text of the nominations made and we hope you will agree that this makes for a lovely souvenir booklet to celebrate our silver anniversary.

The nine awards are:

ILH

Judy Phillips Memorial Award - Support worker of the year

The Ian Jones Award - Support worker of the year

The Adam Cove Award - Team Leader of the year

Team the Year

Homecare Services

Homecare Award of the year

DPSS PA of the Year

In-house home working awards

Implementing a New Banking System While Home Working

Supporting the growth of the organisation through sound financial management

Maintaining all Office Functions During Lockdown



Judy Phillips Memorial Award

**Support Worker of the Year
(Peer nomination)**

Nominations are made for the person who shows:

- positive regard for all;
- commitment & flexibility;
- accepting and supporting differences;
- warmth, humour & sensitivity;
- ability to listen and let the service user lead
- and a willingness to go the extra mile.

The award is named after Support Worker Judy Phillips who sadly passed away after car accident. She embodied all of these qualities and thus an award was created in her name.

Nominations were received for Hayley Secker, Megan Thimm, Elaine Copeland, Sarah McGuigan and Oliver Dale.

Stand out nominations were received for...



Joyce Taylor

Joyce has been a great support to her service user. Ensuring the produce that is grown by/for the service user is well looked after, from seedlings to the edible produce. Always thinking of ideas to enrich her service user's life, trips out with friends etc. Joyce never lets us down and is always a constant.

Ruth Davies

Ruth has been a key worker for many years and ensures everything runs smoothly. She takes everything in it all in her stride including taking service users for appointments on her days off.



Ruth is very determined when it comes to getting equipment for her service users; this year alone Ruth has saved a service user £30k. The service user needed a new bathroom which would of cost £16k, Ruth fought hard to get the local authority funding for the new bathroom and after over a year of trying was finally approved and installed.

Our service users standing frame broke and couldn't be repaired. The standing frame allows the service user be able to stretch out their body which helps with muscle cramps; Ruth emailed charities for help to fund this standing frame at a cost of around £8k and fortunately found one willing.

Finally, a new wheelchair was funded by the NHS (previous wheelchairs have been at the cost of the service user himself) this has been a great achievement as the service user won't have to pay for servicing and repairs on this new personally adapted wheelchair. This wheel chair would of cost the service user around 6k.

Judy Phillips Memorial Award

Pauline McLaughlin



Pauline settled into with S's team very quickly showing attention to detail when supporting and asking her lots of questions to ensure S was in the centre of daily tasks. She got to know S quickly and noticed that S enjoys banter. Pauline made S laugh and smile but maintains professional boundaries at the same time.

She always puts S's safety and well-being first and always follows all concerns through and documents it well to ensure that the rest of the team is aware of the situation. Pauline prioritises the service user's needs before her own needs.

There have been occasions when we couldn't get certain items for S's personal care during online shopping. Pauline would often arrive on shift having picked them up at specialist shops in her own time to ensure S does not run out of anything. She would also ring ahead of her shift to find out if anything was needed so that she could bring it with her.

Pauline amazed me with her ability to remain professional with some of the behaviour she was being faced with. Pauline never let her quality of support slip.

Pauline adapts very well to new service users taking it all in her stride.

Ian Jones Award

Support Worker of the Year (Service User nomination)

This award is given for:

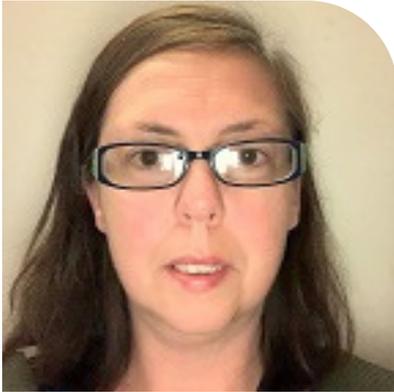
- enabling services users to achieve personal objectives by encouraging and motivating others;
- increasing service user confidence
- and working in partnership with others.

The Ian Jones award was added by the family of a Service User, they were so fond of Ian who supported their son, also Ian, they asked for an award to commemorate him.

Nominations were received for Hayley Secker, Amanda Whittingham, Oliver Dale, Ruth Davies and Angela Wainwright

Stand out nominations were received for...

Ian Jones Award



Emma Bird

"Emma is always positive and has enabled me to become more independent again. Emma is always very helpful, friendly, caring and makes me laugh."

During lockdown, Emma helped my son with his school work. Within 12 months, Emma has made a big difference to my life".

Caitlin Bissell

"Caitlin has been so fantastic right from the very first shift. She is very understanding of my physical and mental needs, and my daily routines. I have created a strong bond with Caitlin and I always feel comfortable to open up to her regarding any issues I may have."



I trust Caitlin to support me with making important decisions, making important phone calls and emails.

Caitlin also makes fantastic meals cooked from scratch that are suitable meals that meets my dietary requirements".



Zara Cook

"Zara always allows me to explain about things of the past which don't happen any more. I am very relaxed and confident talking to Zara

Zara is very helpful around my house and cooking. She enjoys driving my car anywhere and it's a pleasure to have her on my team.

I know Zara hasn't been here for that long but helps me with my more complicated knitting projects and looks for new projects. She also finds away around things to help to do things for myself. She will sit with me and wrap each individual peg on my loom waiting for me to take the bottom loop over the top which makes the stitch".



Abi Neville

"Abi has always been so jolly and fun to be with as well as remaining professional at all times. She always has E's best interests at the forefront, thinks ahead and checks out new places and encourages E to try new things.

Abi never fails to put a smile on E's face. E looks up to Abi and can talk E into doing something different. It's an art that is rare but Abi has it!"

Adam Cove Award

Team Leader of the Year (Support Worker & Service User nomination)

This award is given for the Team Leader who has:

- outstanding vision;
- dedication
- and commitment to excellence.

This award is given in memory of Adam Cove, a Support Worker who was a popular member of the SIL team and with service users. A multi-talented young man who used his photography skills to take photos and videos for SIL, wrote a travel blog and personified the award characteristics.

Stand out nominations were received for...



Donna Tranter

Nomination comments included:

"Donna and the team all work well together, it runs very efficiently, and we all support the service users wife too. If Donna isn't on shift and we report a change or concern, Donna will always ring them, to make sure all OK, and their needs are met".

"X has contact with various services, and it often involves fighting for what we need, Donna is excellent as this, often it can be a real battle but she never gives in and will always find a way to get a conclusion".

"She understands our home lives and respects we have challenges to cope with. She is always at the end of the line for us, ready to listen and very willing to help sort any situation out".

"Donna leads her teams well, her staff all work together and are reliable. We all know Donna is there for us and will address any issues that may arise"

Donna ensures I have different support workers to bring diversity to my team and this benefits me as each day is different".

"Donna never gives up (like a dog with a bone!) but this is what is needed at this difficult time".

"Donna is very good at understanding her service users and staff and which support workers maybe suited to which service users".

Adam Cove Award

Katie Loughran

Nomination comments included:



"I think Katie is very good and always tries to do her best by me Katie always answers my emails quickly and efficiently. She is always at the end of the phone".

"I find Katie approachable and willing to listen. She will come and talk to me if I have a specific problem, even if she is short of time and has to go out of her way".

"When I have hospital appointments in Birmingham, Katie always makes sure whoever is on shift that day enjoys driving and doesn't find it stressful. This also gives me confidence".

"Throughout the pandemic, Katie has kept up to date with the changing rules and regulations. She has made me feel safe. Katie knows her team members well and does her best with the rotas as everyone has different home commitments".

"Katie respects and trusts her team in regards to issues or queries from me or support workers. She tries to keep support workers that help me to do the things I can do for myself with help".

"Katie has been so brilliant and fantastic since taking over as my Team Leader, best Team Leader I have had by far".

"Katie is brilliant at reading my anxiety and helping me ease them in certain situations".

"I've enjoyed our days out together!"



Elaine Powell

Nomination comments included:



"Elaine is great at communication and a team player, sharing her team members across the business when the need arises".

"Elaine looks after her staff very well and manages the expectations on them, this prevents them being over worked and risk them leaving".

"Does Elaine go the extra mile? Crikey yes! Elaine will go above and beyond for any service user or staff member".

"Elaine is adaptable and flexible and sorts out issues and needs on a daily basis. She is so thoughtful of her team; I am proud to be part of her team and honored to have such a wonderful team leader".



Dave Hopkins

Nomination comments included:

"Since Dave has been here, he has kept me well informed of any changes".

"Dave drove me to Birmingham to look at the biggest HMV. He suggested it and it was a pleasant surprise, I did enjoy the day".

Team of the Year Award

Team of the Year (Service User nomination)

The Team of the year award is given to the team which demonstrates these principles:

- working well together;
- support each other;
- good sense of humour;
- share tasks;
- talk through issues;
- accepting and supporting differences
- and a willingness to go the extra mile

Nominations received for the teams of Sheila Carr, Rebecca Lynes, Ella Kirby, Dave Hughes, Rob Olive and June Pethers plus:

Stand out nominations were received for...



Patrick Fortey's Team

"My Team are very good at supporting me to be as independent as possible in my own home. They are good at accessing the community and being able to plan days out via my mobility van. They all make me feel comfortable, especially now that I have 24.7 care.

Everybody on my team always have a willingness to cover a shift that may of gone down. They are all willing to support me to achieve my short and long term goals. They are good at understanding my deteriorating health and increasing needs".

Josh Long's Team

They encourage me to go on long walks and chat to me so I don't realise how long I have walked. They have taken me/supported me to go swimming which I enjoy. They help me to set up my phone when it goes wrong. They take me places I've not been before like the Owl Sanctuary.



They have been supportive of me adapting to my new home and treating me like a valued member of society, which I did not have in my last placement.

Team of the Year Award

Michael Baillon's Team

"Individually, my support workers were, and are, quite interesting in their own ways. Nikyta has a comical, fun personality with an interest in gaming along with comic book movies, animation and horror stories. David takes me to many interesting places; my favourite locations are A) the mighty Hay Bluff with its wild windswept moorland and B) Talybont and Stacked Stones. Nick takes me to places of historical significance, natural/scientific interest or artists' exhibitions. We both talk about art, history or the natural world. Richard has been pretty great to spend time with, especially when we went to the ODEON cinema and watched Free Guy.

Together they all are willing to let me make my own decisions and I like hearing what they have to say on the matter. Depending on who I'm with I will be having conversations on a variety of topics from the latest report by the IPCC to Free Guy's theme of A.I.Ethics. This way, I can further build up my confidence in starting and holding conversations.

Homecare Service Award

Support Worker of the Year (Service User nomination)

This award is presented to the Homecare Services support worker who shows:

- positive regard for all;
- commitment & flexibility;
- accepting and supporting differences;
- warmth, humour & sensitivity;
- ability to listen and let the service user lead
- and a willingness to go the extra mile.



Stand out nominations were received for...

Homecare Service Award



Rebecca Guerin

"Rebecca has made my stress levels go down to nil. She has enabled me to keep J at home since January as he was in and out of hospital many times and away for about 6 weeks at a time, with the paramedics being called at least 5 or 6 times thus saving hospitals and care home admissions.

She has made such a difference in J, he is always so much happier after a visit from her. The order to everything in our home has improved as Rebecca sees the small things that need doing without me even having to ask. Life has improved 99.9%. She has answered our prayers!"

"I have known Bec for about 3 years now and we have such a good relationship, She is such a comfort, very supportive and always cheerful with a big smile, you feel better the minute she enters the room. Nothing is too much trouble, she has made such a difference to my well-being, thank goodness for people like her".

Jenny Phillips

"You can always have a good chat with Jenny, and she understands how I am feeling".

"She will always do anything I ask. She is such a Lovely, caring lady".





Carolyn Layton

"For various reasons the last 12 months have perhaps the most difficult for me and Carolyn's unfailing help and support has done so much to get me through. She is always more than willing to help with anything that I ask of her and more. She is always so cheerful and upbeat. She is one of the most selfless people I know.

Alice Wynn

"We have nominated Alice because of her attitude and application in looking after our mum who has dementia. Alice's qualities which we appreciate are her compassion, practical approach, understanding and not to mention her wicked sense of humour. All these attributes allow us to feel confident that Alice always will and does give 110%.



DPSS PA of the year

(Employer nomination)

This award is presented to a Personal Assistant whose employer believes they are the best example of what an outstanding PA should be.

Stand out nominations were received for...

Amanda Millard

"Mandy has changed my life and helped me to get out of depression which I have had for years on and off. Even though I have severe arthritis she has helped me believe that I can stay in my own home which I thought I never could.

When someone crashed into my car she walked to the supermarket for me coming back with heavy bags.

When I couldn't do my garden she learnt from me how to help in the garden, when I couldn't bathe she brought me water and soap and everything with a smile.

Her personality is uplifting and her sense of humour gets us through even the worst scenarios. She has become a great and true friend. She is irreplaceable and even helps me not be afraid of my short term memory loss".

Nominated by Judy

Jackie Innis

"In the three years that Jackie has worked for me she has always done more than is expected of her. Even in the first week, which coincided with my being extremely ill she came out of hours to look after me and clear up my bathroom, make my bed and ensure that I had everything I needed to hand.

I have been quite seriously ill for four years having had two major operations; Jackie took care of my home and myself on both occasions including visiting me in the hospital.

She has prioritised me over her own life and supported me outside her paid hours. I am single and have no family, therefore more is required from my carers as they are often my only tangible help.

On my healthier days, when I help in preparing and cooking food Jackie patiently lets me take part often clearing up my clumsy mess.

Humour plays a great part in our relationship and Jackie is always friendly and helpful towards my friends and colleagues when we are out, ensuring my life as a wheelchair user is as easy as possible.

Jackie is very professional in her role and at the same time i care for her wellbeing and have got to know her family. All around is a good fit and I would be lost without her willingness to work hard, her support, kindness and sense of humour.

Nominated by Dr Choesang Fenner-Tenzin

Implementation of a New Banking System

while homeworking

Home working threw up challenges across the organisation, especially the speed with which it happened at the end of March 2020. However, setting up new ways of working was not the only challenge facing the Direct Payment Support Service during 2020.

In October, Herefordshire Council implemented the new card payment system, PFS, which affected every single direct payment recipient who used managed account support. Herefordshire Council had been paving the way for PFS for several years, so while its arrival wasn't an entire surprise, its timing could certainly have been better!

The new system demanded a move away from internal client accounts used to hold direct payments for SIL's service users, to using almost 300 separate PFS accounts. This necessitated reconciling individual accounts and transferring funds across to each individually nominated account; writing to each service user to advise them about a change to bank details; running a dual system while the transfer was in progress; learning how to run alerts and reports; and setting up new internal processes to ensure the safety of clients' money and that invoices and payroll were paid without any adverse impact on the service user or their PAs and suppliers.

This was a tremendous team effort, and especially more so because the work was undertaken remotely – not in the office.

Congratulations to the DPSS team for stepping up to the challenge and implementing a smooth transition to a new way of working within SIL.

The DPSS team 2020: Christy Dallow, Amy Deacon, Caroline Batley, Bee Phillips, Rhiannon Evans and Jess Pantall

Supporting the growth of the organisation

through sound financial management

Zoom meetings became the way of working for most organisations during 2020 and SIL was no exception. And so the monthly finance committee meetings continued uninterrupted via Zoom. The forensic scrutiny of SIL's finances continued with trustees ensuring senior managers were on top of the game and not letting a pandemic and homeworking interfere with the growth of the organisation.

Thanks to the finance team, which in 2020 was only two officers, development opportunities were still sought and SIL's growth remained at the forefront of all they did.

Supporting the growth of the organisation

This was also the opportunity to introduce new ways of working and two significant changes freed up time of the senior management team and business support. The purchase order system was overhauled and adopting better processes for using PDF documents, allows managers to sign off orders remotely. Wider use of BACS payments reduced the need to find two signatures for cheques – difficult when working remotely – and work went into setting up facilities for taking direct debits instead of standing orders.

The accounts in the Annual Report show that despite Covid and lockdown SIL has continued to grow and invest in the business and its employees. This is thanks to sound financial management and delivery from the Finance team and supported by SIL's Finance Committee.

Finance Team 2020: Mike Moyles and Jennie Jones

Maintaining all Office Functions during Lockdown

While home working was seen as the safest option for office staff, there was one team which was needed to be in the office daily, ensuring the business was able to function fully throughout lock down.

While other services' administration teams and central services decamped to safety at home, the HR and Business Support team continued to staff the office, picking up calls, sorting post, managing print runs and ensuring deliveries were signed in and post sent out.

They were the ones that ensured the PPE stocks were kept full, that hand sanitisers were always available, and they also kept up the morale of front line staff and home workers by producing quizzes and online games, organising face to face calls and always being at the end of a phone if help was needed.

The team facilitated the regular deep cleaning of the office and made sure all protocols were in place for when home workers could return the office. This included producing appropriate signage, placing footprints on the carpets and flooring, introducing a one-way system, putting hand gel on every conceivable space and making masks available on entry to reception.

The team did not miss a day and so service users and staff alike were fully supported throughout lock down, and many had no idea the office was actually "closed" for over 12 months.

This was a fantastic achievement and our thanks go to a service which is often overlooked but has again proved itself an integral part of SIL's success.

HR & Business Support 2020: Gemma Lewis, Karen Hunt, Chib Alexander, Millie Davies and in the first few months Paula Palmer.

SIL on film

Over the summer of 2021 we have been working with Wild Edric Media to produce a series of Marketing films to promote our services.

The films, as debuted today at our AGM, will be available on our Youtube channel:

www.youtube.com/user/Serv4IndLiving

Watch them again or share with someone you think might be interested in what we do.



Thank you to everyone
who starred in our films
and gave their time.

and online

We have also been refreshing our website to fit with our new bold and modern look. We hope you'll like the new design and find it easy to find what you are looking for at:

www.s4il.co.uk

Please take a look and let us know if you have any comments or ideas to make our website the best it can be.

The screenshot displays the S4IL website homepage with the following elements:

- Navigation:** Home, About Us, Our Services, News, Vacancies, SIL & Beyond, Covid-19 Hub, Contact Us, Members Area.
- Hero Section:** A banner with a woman's face and a search bar. Below it, a navigation bar with icons for 'You choose. We provide.', 'Care at home', 'Direct Payments Support', and 'Training'.
- Service Overview:** A section titled 'sil services for independent living' with the text: 'We provide care and support services that enable disabled and older people to make their own choices over how they want to live their lives.' Below this, it states: 'SIL understands that it can be hard to accept that we or our loved ones need support, and we want to make the experience as easy as it can be.'
- Testimonial:** A quote from a client: 'We could not have found a better company to organise mum's care. Everyone has been kind, very caring and has truly had mum's welfare in their heart.'
- SIL Cares:** A section with four categories: 'PRIDES' (You choose - We provide), 'Homecare', 'ILH' (Complex care including 24 hour support), and 'Direct Payment support'.
- Latest News:** A grid of four news items: 'Ask for ARI', 'SIL Virtual Christmas Bingo 2020', 'Hereford Times Health & Social Care Awards 2020', and 'Finalists in the Hereford Times Health & Social Care Awards'.
- Footer:** '© 2021 Services for Independent Living. All Rights Reserved.' and 'Website by VIMedix'.

Comments to
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Thank you for joining us today

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