

sil

2022

YEARBOOK

Little moments, big memories



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



WE ARE MAKING
NEVER ENDING
MEMORIES

-artwork by

Lindsey Muckles, SU.



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.

2022 started to feel a bit more normal with the office re-opening in February with training and face to face meetings resuming.

2022 was also the year SIL was awarded Best Place to Work in the Hereford Times Health and Social Care awards and looking through this Yearbook it is easy to see why.

None of this would be possible without you, so THANK YOU ALL.

So, get comfy, make a cuppa and take a look through the year of '22.





SIL'S VISION

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

SIL'S MISSION STATEMENT

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



-artwork by

Clare Dubberley, SU.

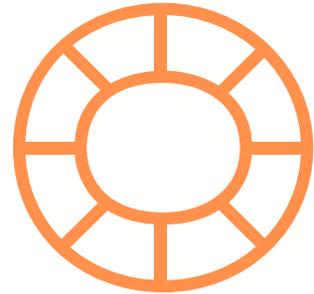
JANUARY

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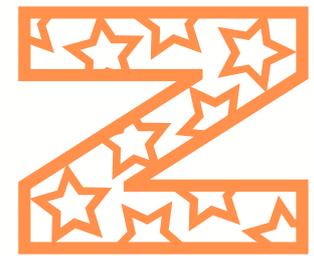
FEBRUARY

3 - 4



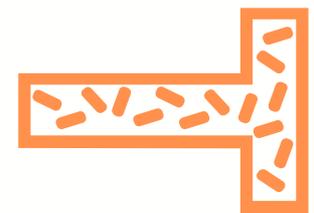
MARCH

5 - 6



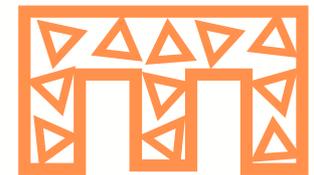
APRIL

7 - 8



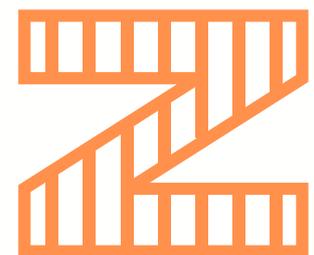
MAY

9 - 10



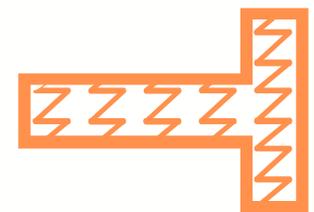
JUNE

11 - 12



JULY

13 - 14



AUGUST

15 - 16



SEPTEMBER

17 - 18

OCTOBER

19 - 20

NOVEMBER

21 - 22

DECEMBER

23 - 24

COMPLIMENTS

25 - 27

FINAL GOODBYE

28

WORDSEARCH

29

JANUARY

1

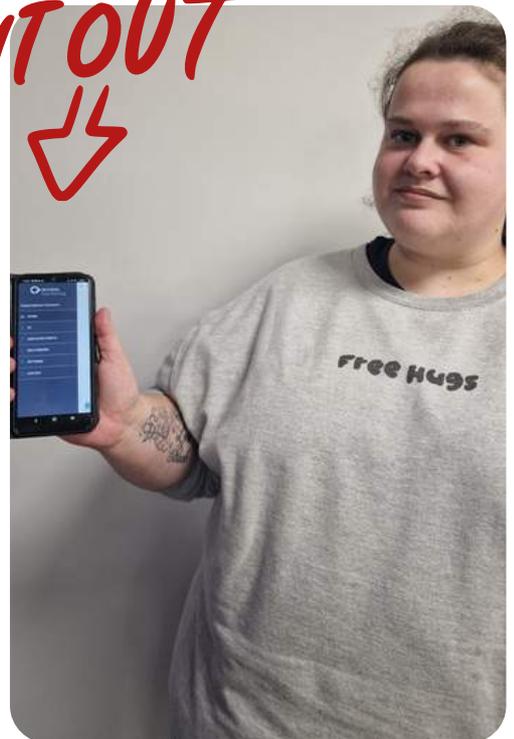
AWARD WINNING SERVICE USER!

Alan was awarded with a Certificate of Achievement in January. Alan was recognized for his hard work and progress throughout the year at Avenbury Farm. Alan loved the round of applause he received from the other service users. Well done Alan, great work!



Following on from the initial introduction of Access, January saw the begin of ironing out the teething problems. With the office re-opening, drop in sessions were introduced for Support workers to get the most out of the Care Planning app, which they can all access on their work mobile phones.

CHECK IT OUT





The new year meant a return to Hereford Community Farm for ILH Service User Beth Jarvis. Here she is, left, being reunited with some old friends.



Support Worker, Naomi Seavor was at Breinton Farm with another service user when she spotted colleague Sam Gawler. She commented how amazing it was to see Sam encouraging, reassuring and praising Josh when hand feeding the goats. Well done Sam!



ILH Service User Luke Wilkins was accompanied on a brisk walk on a crisp winter day by Support Worker Kristina Labanauskaite where they both enjoyed the fresh air and the fabulous views.

JANUARY





HAPPY BIRTHDAY DAVE

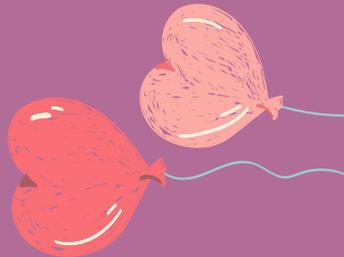


Team Leaders and support workers Hayley Secker, Katie Loughran, Aggie Simpkin, Ruth Davies and Ester Byford surprised Service User Dave Hughes with a special 50th birthday meal. Invited along was Dave's dad and service user Beth and her mum Hazel. Well done to all the team for keeping it a secret.



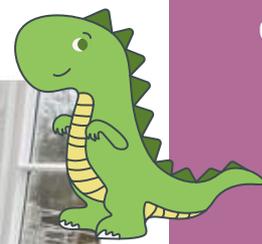
NEW TRUSTEES

This month began a drive to recruit more trustees to join our Board. Sil's trustees work with our senior managers to develop future plans and steer the organisation. It's a rewarding and enjoyable role that can make a real difference to the lives of the people we support. We were pleased to receive a number of applications and across 2022 welcomed several new trustees to the SIL family.



GETTING CRAFTY AND BAKERY

Andrew Gilkeshas been working on his Dinosaur World at Avenbury Care Farm for a few weeks. Support Worker Elaine Copeland snapped him with the finished product and says "I think you may agree that it is pretty spectacular!!"



FEBRUARY⁴

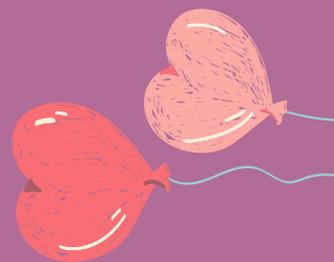


Stevie Levett also had a great time at Echo's Friday Club making Valentine's Gifts, supported by Team Leader Elisha. Happy Valentine's Day Stevie!!



Lindsey Muckles has been baking again! Supported by Support Worker Elaine Powell.

Hey Linds, wait for it to cool before you take a bite!



5



The DPSS team met up for a Hat Day at the White Lion in Leominster to write their operational plan for the coming year.

Hat Day, is a way of getting individuals to focus on particular aspects of ideas or projects.

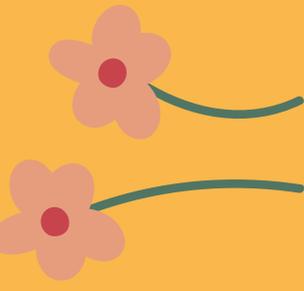
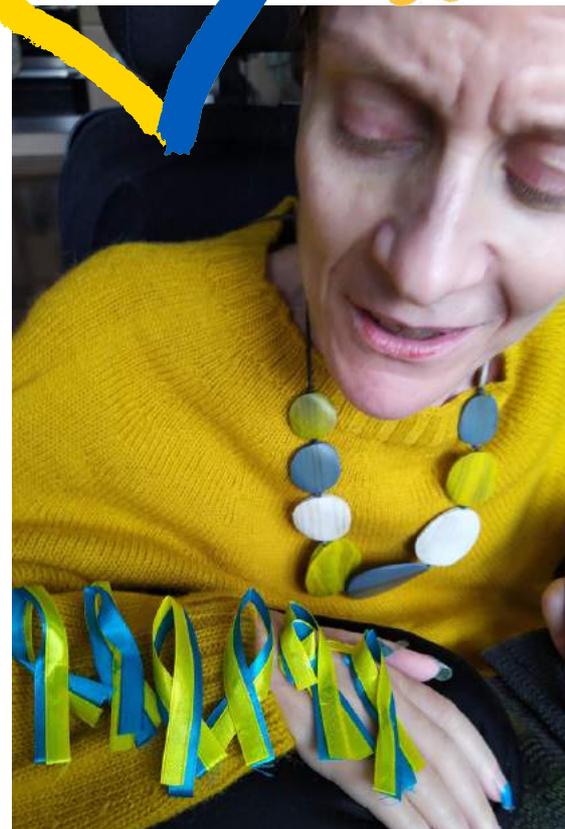
The team thoroughly enjoyed being able to work together on the plan and have some great new initiatives which will hopefully help grow the service. They also enjoyed a lovely lunch!



MARCH

Clare Dubberley and Elaine Powell took the time to make several bows in Ukrainian colours. Clare told us how herself and team leader Elaine Powell use their creativity for a good cause:

"Between us, we have achieved many things which I believe have left us both feeling very proud. I know that I do have pretty high standards and that I studied art and design myself. We have made several bows in Ukrainian colours today. This may seem little. We wanted to make this effort as the Ukrainian people are clearly going through far more than we could ever imagine."





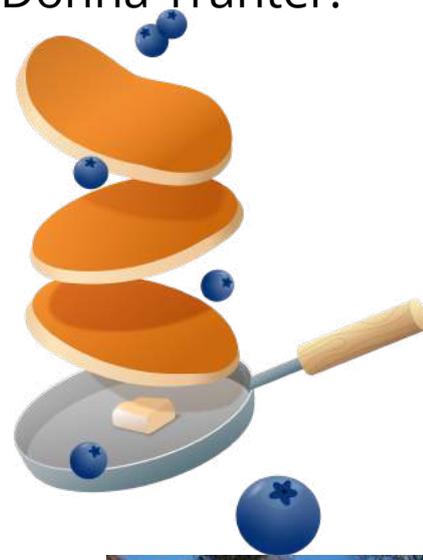
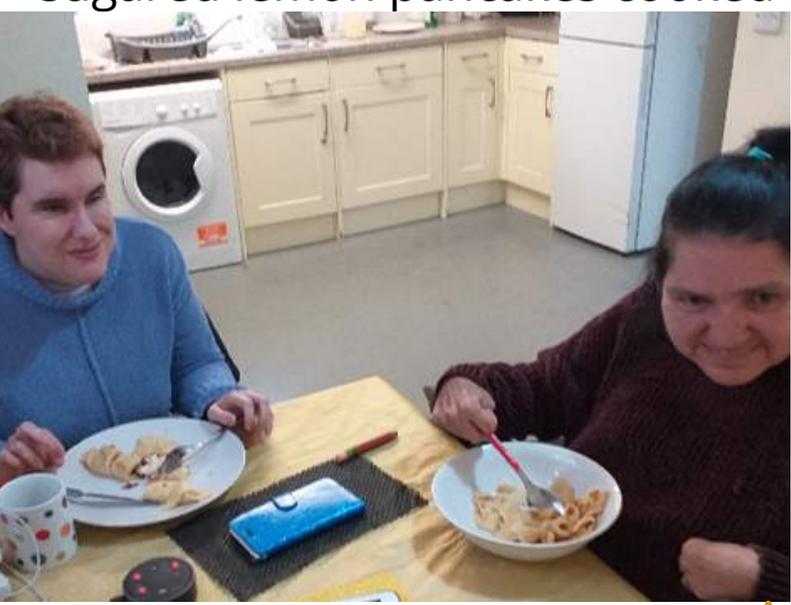
Ian Bambrough took advantage of the Spring sunshine and gave fellow Service User Sheila Carr's lawn a first cut.

He did a brilliant job and both Sheila and Ian were really chuffed with it.



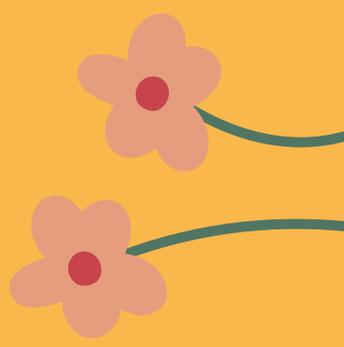
MARCH

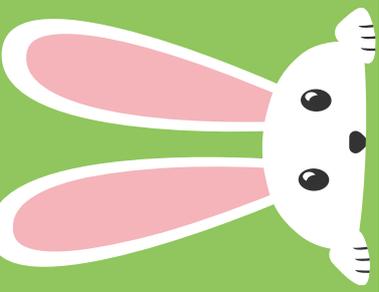
Service User Shelia Carr invited friend Vicky Manley for lunch on Shrove Tuesday. They were treated to bacon and brie pancakes followed by traditional sugared lemon pancakes cooked by Team Leader Donna Tranter.



John Prior kept Team Leader Aggie Simpkin on her toes on her first shift with him. The day was made up of a two hour cycle ride and golf at the driving range, but it still left time for John to help prepare the family evening meal.

Sounds like the perfect day!





EASTER FUN DAY

April saw SIL's first event of the year. We raised a total of £390 for the DEC Ukrainian Crisis. It was lovely welcoming Service Users back to the office, meeting new staff and generally feeling that great

sense of community back in the building. Thanks to everyone who baked yummy treats and donated.



PAMPER MORNING



How about a manicure?

Below is Service User Mary enjoying some special "me time" with Support Worker Jo.



If you are enjoying seeing the pictures submitted by our service users and you are a budding artist why not send us your artwork?

We would love to see what you do and maybe use it in some of our publicity throughout the year.





SPRING SUN



Some of our wonderful Homecare Service Users and Support Staff enjoyed some sunshine in April. Spring has finally arrived!

HELLO
spring

MOTHER'S DAY



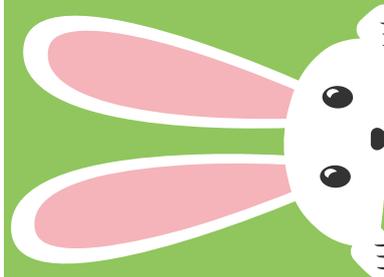
Luke Wilkins wanted to show his appreciation to mum Jane for all she does for him.

What better way to tell her than with this handmade card for Mother's Day.



Meanwhile, a beautiful moment caught by Support Worker Gary Meddings. Service User Alan Deem and his mum as they spent some quality time together on Mothering Sunday.

Look at those smiles!



APRIL



MAY



FUN AT THE FAIR



May brings the fair to town and Ian had a fab time! As well as the cakewalk, Ian made the most of all the Fair had to offer, with some big, scary rides and of course some delicious treats.

Hold on tight Ian!



GARDEN MAKEOVER



Support workers Pauline McLaughlin and Elaine Parry have been helping Service User Sylvia Prewer get her garden ready for summer. The patch on the left was transformed with wonderful pots and pebbles to make a pleasant environment to sit on when the sun is out.

Meanwhile, Sylvia has been getting out a bit more, enjoying a spring walk in Victoria Park with Support Worker Anna Johnston.



GARDENING BUDDIES



Service User Ian has also been busy in the garden this month helping his friend and fellow service user, Sheila Carr with her garden. At first it was to help with her lawn, but Alexa provided such fun games and the pair giggled so much that little gardening was actually done on this occasion!



SPRING HOLIDAY

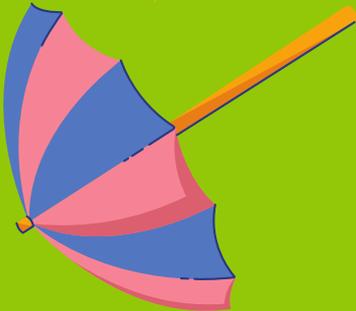
Service User A has recently been on holiday to the Lake District accompanied by Team Leader Donna Tranter and Support Worker Jenni Clarke. A fabulous time was had by all, helped by some glorious weather and stunning scenery as seen in this photo.



KFAM



JUNE

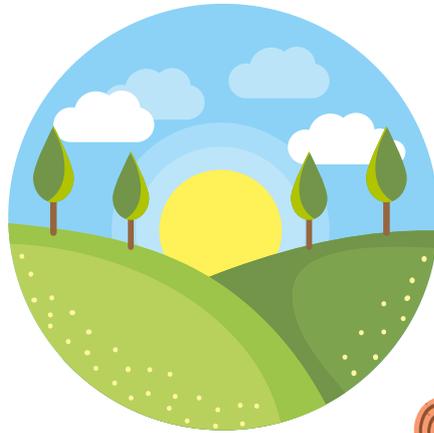


RED, WHITE AND BLUE!

Alan Deem's team, especially Support Worker Gary Meddings, have been busy brightening up his house. How great did this look for the Jubilee? And if this wasn't enough excitement for Alan, he had a meet and greet with the town crier while enjoying the Jubilee celebrations in town.



MOCCAS PARK



Service User and SIL Trustee David Hughes enjoyed a lovely day out at Moccas Park, one of the largest and most diverse examples of wood pasture remaining in Britain.

Dave's brother is an expert at creating species rich hay which he provides to the manager of the Park. Dave's father and brother provide cattle which are for trampling the meadows, an essential part of the management of the meadows.

FAIR TIME FUN



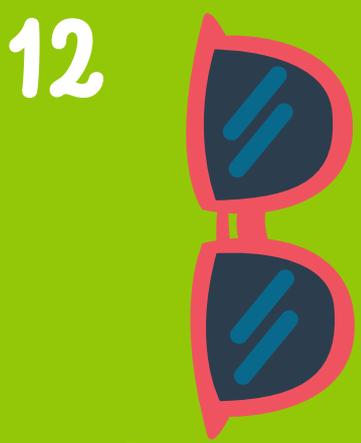
Service User Josh enjoyed two trips to the fair in the glorious sunshine. One visit was to the Hereford Racecourse on Good Friday where Support Worker Naomi Seavor and Josh got to enjoy a Friday off work due to it being a Bank Holiday, perfect!! The other visit was to the Hereford May Fair with Sam, what a treat!

PREPPING FOR THE PICNIC

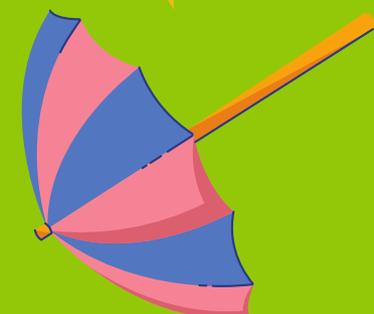
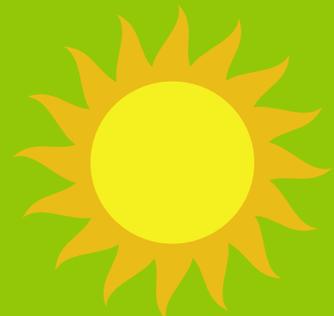
June was busy in Marketing, preparing for a new, one-off event. Picnic in the Park took place in July, but all the hard work and planning was done in June, with Paula Palmer sourcing a venue, liaising with local care agencies and nursing homes and Briony Phillips taking her pilot's licence! Not quite – but she learned how to fly a drone so that SIL and its friends could create a lovely, human heart to celebrate social care. We were delighted that so many support workers and service users from across Herefordshire joined us in July to mark the event.

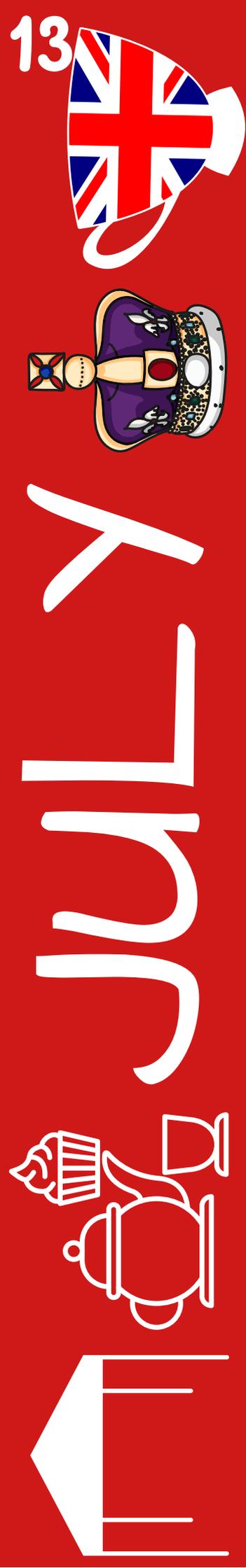


12



SUMMER



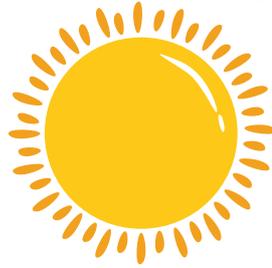


SUMMER FUN



The sun shone down on SIL's service users and staff as they came together for two lovely summery events. On the 7th July we all met at the offices for our Jubilee Garden Party. A wonderful lunch was provided in individual little picnic boxes. There were games and a raffle which raised an amazing £186 for Megan Baker House, our Charity of the Year.

We all sat outside in the shade of gazebos and got to know one another and make new friends. Many of you will know Maggie O'Neill who was one of the founder members of SIL. As she had stepped down from being a trustee a special award was presented, and she was made our Honorary President.

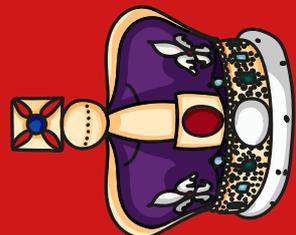


Some lovely photo's of our Service Users enjoying their gardens in July

14



Below is John maintaining his garden and watering his lovely flowers and Audrey and her support workers Courtney and Sandra enjoying the summer sun.

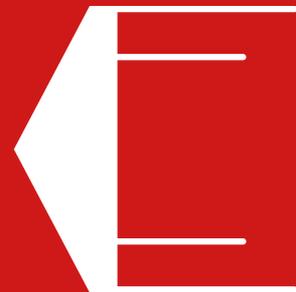
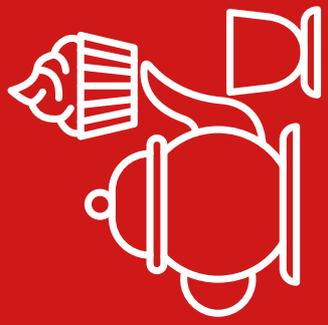


JULY

ILH service user Alan spent a lovely sunny day at the seaside with his mum , sister Jenny and her husband who were holidaying in Aberdovey. Support worker Gary Meddings said Alan had a great day and they all enjoyed the good weather with a picnic on the beach and a paddle in the sea. It was lovely to see him together with his family, including the dog called Apprentice who took a real shine to him.

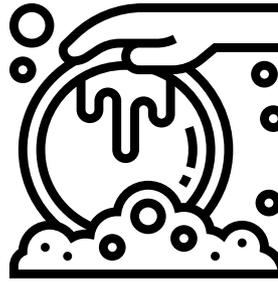


ILH service user John had a busy day out in Wales earlier this month. During his day trip with support worker Kieran Jackson Taylor, he visited Llangorse lake, Talgarth and a nature reserve called Pwyll y Wrach, meaning pool of the witch - Possibly somewhere to avoid after dark!



VOLUNTEERS

At the start of August we welcomed student volunteers who were entering their second year of Health and Social Care studies. We partnered up with the college to enable students the opportunity to gain and learn valuable work experience and skills in the sector within which they wish to pursue a career.

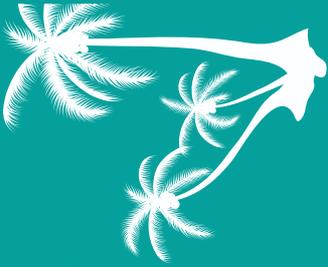


OUT AND ABOUT

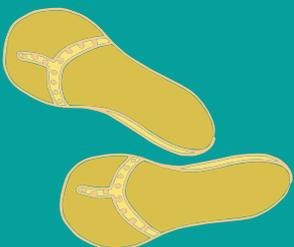


ILH service user David Hughes enjoyed lots of events at Hay Festival this month with his support team. He enjoyed the Hay Shantymen choir who sang sailors' songs and a second Hay choir called Cantorion Y Gelli who sang beautiful Welsh songs.

He also enjoyed the recording of the BBC Radio 4 show "Add to Playlist" with the singer Cerys Matthews and the Welsh tenor Wynne Evans, from the Go Compare adverts who was very funny.



AUGUST



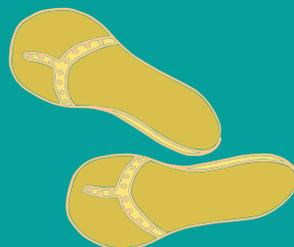
ILH service user Neil Plant enjoyed a weekend away, supported by Sarah, at Butlins in Minehead to see the dance group Diversity. Neil enjoyed his front row seat waiting for the headline act to come on stage.



Neil also met up with friend and fellow Service User John Prior for a long overdue catch up this month and a few games of pool. Looks like a great day with lots of fun and laughter

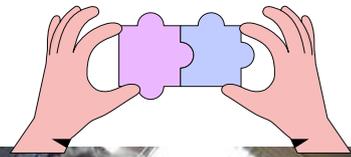


ILH service user Patrick Fortey and Support Worker Oli Dale enjoyed a fantastic weekend at the On the Beach Festival in Brighton this month. They planned well ahead to get the much sought after tickets for this sold out event. And, look at those beautiful skies!



AUGUST

AUTUMN HAS ARRIVED



Service user SS, right, has rediscovered her love of puzzles as Autumn approached. SS makes lots of puzzles and is always on the look out for a new one to put together. If you have a jigsaw you no longer want, and it still has all its pieces, please give it to a good home! We are happy to take it and pass it to SS.



Autumn brought the colder days so Homecare Service User Nigel enjoyed a day indoors with a Princess Day with his Granddaughters. Precious Memories.

Along with team leader Elaine Powell, Service User Mark got back into the kitchen to bake some beautiful cakes! Mark bakes something every week, Great British Bake Off next Mark!!



HAPPY BIRTHDAY

Service user Ian Bambrough celebrated his 43rd birthday with Team Leader Donna, family and friends. They all enjoyed a barbecue cooked by support worker and chef extraordinaire Charlie Poulton. with cake for pudding. What a lovely day for Ian!



HAPPY TRAVELLER

Although the Autumn can have some terrible weather, service user Luke and support worker Kristina enjoyed a lovely day trip to Birmingham where the weather was perfect! They spent some time by the Town Hall, amongst the agricultural exhibition, where it was nice to see a bit of green in the city rather than bricks. They enjoyed Middle Eastern street food and they ended their day by visiting the Raging Bull.



HAPPY SHOPPER

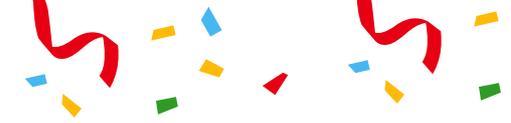
It may have taken a couple of years of encouragement, but service user Alan Deem found a new love this September in completing the weekly shop. He enjoys stacking the groceries on the conveyor belt and then putting his groceries in his shopping bags. He enjoys the interaction with the cashier when it comes to paying too.



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AWARD WINNERS



October saw in our annual event, the AGM, which took place at Luctonians Rugby Club near Leominster. We welcomed over 60 people to the event, which included the annual awards. It was truly heart-warming reading all the nominations. Congratulations were in order for the below.

The Homecare Support Worker of the Year Award was given to Lisa Rossi and the runner up was Sandra Miles

ILH have several categories and the results are as follows:

The Ian Jones Award: Winner Hayley Secker, runner up Sarah McGuigan

The Judy Phillips Memorial Award: Winner Sam Gawler, runner up Abi Neville

Team Leader of the Year Award: Winner Aggie Simpkin (pictured right), runner up Katie Loughran

ILH Team of the Year: Winning team— Sylvie



The celebrations for SIL continued at the Health & Social Care awards, becoming winners in not one but two categories.

Aggie Simpkin won Care Hero of the year and congratulations to us all for making SIL the best place to work in social care!

CEO Euan McPherson, for his work with Hereford Men's Mental Health (HMMH) and Linda Jones, ILH support worker, were also shortlisted for awards but missed out on first place (you are both winners in our eyes).

The awards were celebrated at a special black tie event on the 19th October at the Three Counties Hotel in Hereford, attended by the nominees, Trustee Dave Hughes, and some of the senior managers from SIL.



20



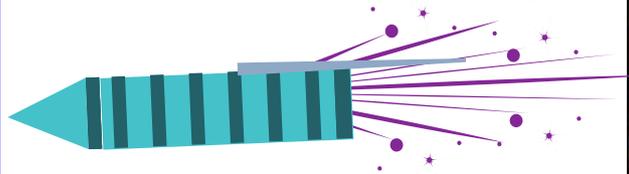
20 OCTOBER



21 NOVEMBER

CARNIVAL FUN

Support Worker Sarah McGuigan accompanied Service User John Prior to the Weston Super Mare carnival. The weather was perfect and there was thousands of other watching the most amazing displays.



PUMPKIN FACE

Amy Butler has been mentioned in dispatches, see the Compliments section, and her sense of energy and fun shines in everything she does.

Here is Sylvie with the Halloween pumpkin Amy carved for her.



FOUR LEGGED FRIEND

Support worker Graham's dog has certainly made a hit with service user Mark. He and his new four legged friend love the woodland walks they are now doing together.



CHARITY OF THE YEAR

22

After a successful year of fundraising for Megan Baker House, SIL raised £735.16 in 2022.

SIL chose its charity of the year in November for 2023. All fundraising during 2023, apart from the Macmillan's Coffee morning event and the Christmas Jumper Day, will go to Echo Herefordshire.

It was agreed that this is a great local charity to support especially as some of our service users benefit from their services.



ECHO
Better Choices, Better Lives.

We change our charity of the year annually so if you know of any local charity's that have similar guiding principles to us then please get in touch.



- 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

NOVEMBER

23 DECEMBER

DONATION AND BIRTHDAY

Homecare Support Worker Chloe Howells donated and decorated a Christmas tree for Service User Sheila. Sheila was absolutely over the moon with it! Sheila pictured top left with her tree and below middle, with Chloe.

Meanwhile, Ted, below right, turned 95 on the 18th December. Hope you had a lovely day Ted!



DECEMBER SNAPS

We received some lovely photos throughout December - we love seeing your photo's and we know our service users do too!



Support worker Naomi Seavor encouraged Service User A to make this little chap in the snow. They later moved him off this seat to where he could be seen from the lounge window.

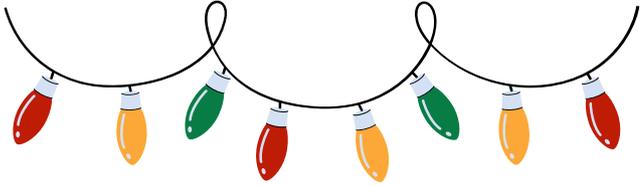
Well Done!

Alan Deem

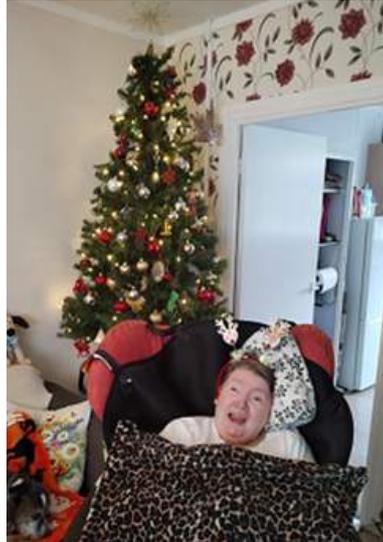


Congratulations to Service User Alan Deem for all his endeavours at Avenbury Farm. He received this certificate of achievement for completing his modules in group activities, developing friendships and building confidence.

GREAT JOB!



Look at that smile! Team Leader Amy Butler took this picture perfect snap of Service User Sylvia Prewer. It's beginning to look a lot like Christmas indeed!



Service User Ian Bambrough and Team Leader Donna Tranter just couldn't wait for Christmas! Ian's tree and decorations were up the first week of December!!

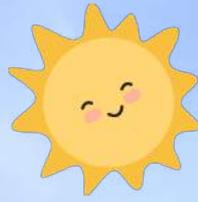


Keeping with the Christmas theme, thanks to support worker Abi Neville for sending in this photo of Service User Kyle Danby feeding the donkey at Houghton Project.



25 COMPLIMENTS

"Thank you to everyone who donated items for prizes for the bingo and Christmas Jumper Day, it is very much appreciated." From Karen Hunt, HR



Aggie Simpkin - "Aggie has got a great balance on JPR's team with a mix of ages supporting JPR. JPR is happy and this shows when JPR is receiving support." From Charlie Poolton

Clayton Spence-Townsend - "I thought I would email to say thank you for your assistance as my team leader over the last five or six months." From Nick Gray



Homecare Team - "I just wanted to mention how much I've enjoyed shadowing and spending time with everyone. Everyone I've shadowed is so lovely. The personalised care and being able to see the empowerment service users get from the support provided is so heart-warming! I cannot wait to take on these next shifts, and learn so much more." From Nadia Gromak



Elaine Copeland, Jess Mann, Karen Bennet and Beccy Wynn - "Thank you ILH for stepping in to help me when my usual PA was unavailable. I couldn't have managed for those three weeks without Beccy Wynn, Jess Mann, Karen Bennet and especially Elaine Copeland who even found me a new hobby - loom knitting. I am very grateful." From JG, ILH Service User



Oliver Dale - "During a recent unannounced spot check, when I arrived at the service user's home they were being supported with personal care. OD politely asked me to wait in the kitchen, to maintain the service user's dignity, until it was appropriate for me to carry out my spot check. This is outstanding practice and reflects a true person-centred approach. So well done Oliver!" From Clayton Spence-Townsend

Martina Pritchard - "During a recent spot check Martina, supported the service user with ASD and LD, to greet me, and positively interact with me during my announced visit, even when the service user became a little excited. My being there would have been a break in the service user's routine, and there was a good chance this may have increased their anxiety levels. However, Martina provided the service user with a lot of reassurance and understanding. What stood out for me was the very strong attachment between the service user and Martina. Talking from experience and knowledge, working with people on the ASD Spectrum and combined LD, their ability to develop secure attachments with their caregivers will be impaired. Elaine you must be so proud of the Team around this service user." From Clayton Spence-Townsend

"Well done to Karen, Millie and Shelagh for all the work done to achieve a successful Bingo night." From Emma Forrest, HR

Kat Melliush - "Has taken the lead of RT's team and turned this team around, RT now completes chores before his supporting trips out in the community, which has given RT balance and structure." From Charlie Poolton

Amy Butler - "Amy walks in so full of energy! Suddenly I want to wake up every morning. She is so respectful and can't do enough. Amy you are a star!" From SPr (SU)

Lucy Davies - "When I arrived at a service user's home to carry out a spot check, Lucy introduced me to the service user, then with the service user's permission, I carried out the spot check. The spot check took longer than expected and during this time Lucy managed to achieve a great balance of meeting the service user's needs and answering questions and supporting me, with a medication check - about which Lucy was very knowledgeable and took feedback in a professional manner. Again, this is outstanding practice, so well-done Lucy!" From Clayton Spence-Townsend

Karen Hunt and Millie Davies - "I heard about SIL at the jobs fair at the Green Dragon. What made SIL stand out from the other care companies there was the two staff who were there - Karen Hunt and Millie Davies. They were both very friendly, always smiling and gave me lots of information about the company without being too pushy. They made me want to come and work for SIL." From Caitlin White.





Beccy Waldron-Wynne and Lesley Davies - "Beccy and Lesley, are the heart of ILH, they juggle so many plates on a daily basis. Everyday I see them both go above and beyond when the pressure tap is turned on. Since I joined SIL both have been very supportive and made me feel so welcome, especially when I transitioned from a Team Leader to Deputy Manager. Thank you very much." Clayton Spence-Townsend

Millie Davies - "I just wanted to big up Millie. She offered the other day to help me transfer the training certificates into the Training folder for ILH etc. I went on there today and bless her she has done them all for me. That is a massive help for me. What a super star she is." Karen Hunt

Rhiannon Evans - DPSS Advisor: Rhiannon supported a SU with an appeal against a proposed cut to the hours of support funded by a DP. As a result of Rhiannon's work the appeal has been upheld and the SU has been awarded 3 weeks of nights 8.30pm – 8.30am. The SU emailed to say, "Thank you so much, if I have a problem in the future I'm going to come straight to you!"

Briony Phillips - "Your drone operation was fantastic and the organising of the "heart" at the Picnic in the Park a real achievement! It was a fabulous idea and you pulled it off wonderfully. Brilliant!" From Shelagh Callaghan, Head of Marketing & DPSS

JTB's Team - "I can't find fault with any of the team. They are wonderful and the family know that he is well looked after when they are with him" - JTB's sister

Amy Deacon and Rhiannon Evans, DPSS - "Thank you so much for the hard work you have both put in over the past few weeks supporting our new SU's team. I know some of this work is unfamiliar to you, but the way you have risen to the challenge has been brilliant. Your work on this is much appreciated." - Shelagh Callaghan

Katie, Jess, Hayley and Joyce, SWs - "Thank you for the help provided by SIL for Sarag whilst I was in hospital, we really appreciated all you did." - Sarah and Cheryl

Linda Jones, SW - "I just wanted to pass on my compliments to you regarding Linda, She was a wonderful person to shadow and welcoming of me. Her knowledge and quality of care is incredible given to RO which was nice to see." - JS



Graham Downing - "Graham has pulled out all the stops this weekend when a team member was sick. Graham has picked up shifts without a question, the shift today would have been more than difficult to cover." Donna Tranter

"Could I please Compliment **AR, JC, LJ, AN, NF & CF** for taking great care of 3b teams when I was out of the country on leave. Fantastic job." from Donna Tranter

Lisa Bradley - "I wanted to make you aware of how kind, helpful, sympathetic, and supportive Lisa is, especially towards me. Lisa has provided a stable platform during my transition from Team Leader to Deputy Manager and treated me fairly, which has given me confidence to settle into my new role. As we all know it's hard being a manager and sometimes, the work delivered both in the office and outside the office is rarely seen and valued." Clayton Spence-Townsend



Amy Deacon, DPSS Team Leader - "With reference to our conversation regarding the above patient, please can you take this as authority to implement a managed account for him. As usual, I thank you for your support and your willingness to help problem solve" - From JP, Head of Personal Health Budgets, H & W CCG.

Paula Palmer - "Well done for sorting out the Picnic in the Park. It was a lovely idea and I am sure everyone enjoyed getting together. I know how much time and effort goes into managing an event - so thank you for all the hard work you put into the planning and also on the day." From Shelagh Callaghan, Head of Marketing & DPSS



"I would like to say a massive thank you to everyone involved in the visit to Hereford and Ludlow college on Wednesday 15th June. From setting up the initial contact and organising, right through to attending on the day. It was a great success and everyone was so engaged and enthusiastic, it sent such a positive message about SIL and what a great company we are to work for. Your efforts were much appreciated." - Karen Hunt HR



Donna Tranter, TL - "Thank you for everything you do for RO, your support is very much appreciated and always there to shake agencies up. I don't know how we'd cope without you." - Pauline Olive

Hayley, ILH - "Thank you for being calm and positive after a staff member called in sick, you worked quickly with SU and found a solution. You are a real team player and put the SU's needs at the forefront." - Elaine Powell

Finance Team - "On behalf of the trustees, I would like to say what an amazing job this small group is doing. We are well informed by the accuracy of their work and by their insight and interpretation." John Rogers

Karen Hunt, HR - "I would like to thank Karen for processing the DBS checks and references for our new member of staff. I was amazed at how quickly she turned them round". From a DPSS SU.

Millie Davies, Business Support- "I just wanted to thank Millie for being so efficient in organising and getting my support worker's time sheets sent out to me. Can you please send my thanks to her, I really appreciated it". From a DPSS SU

Rhiannon Evans, DPSS - "I would like to pass on my thanks to Rhiannon for all her hard work with the recruiting. Rhiannon quickly changed adverts and uploaded them as soon as requested and was a great help with the recruitment process". From a DPSS SU.

AR and CP, ILH - "...have been totally brilliant this week. The team leader was away with another SU and the fourth member of the team was unavoidably absent with Covid. AR and CP picked up last minute cancelled shifts - we would have been lost without them". Donna Tranter

Elaine, Claire, Marylin, Jo and Paula, ILH - "I just wanted to say a huge thank you to you all for all that you have done to support A over the past few years. This enabled her to continue living in her own home and to die there which is what she wanted. I know Sylvia has got great comfort from this." Colleen - Community Disability Nurse.

Elisha, ILH - "SIL is such a great company and you are brilliant and just great with SL, so really well done to you. We are hoping that SIL will get some more time allocated with SL. It makes such a massive difference to mum and you do such great things when you support SL." From SU Brother.

Hayley, ILH - "Thank you for being calm and positive after a staff member called in sick, you worked quickly with SU and found a solution. You are a real team player and put the SU's needs at the forefront." - Elaine Powell

Homecare Services - "Just to say thank you to all the girls who looked after, cared for and loved mum. We appreciated all the support from the whole team and staff. We wouldn't have been able to keep mum at home where she was happy without you all" - From a Homecare SU family

The whole team at S4IL- " A very big thank you. You are all wonderful. The care and co-ordination you provide certainly helped DK to achieve her long-standing wish to stay in her own home for as long as possible. Hopefully she will be able to settle into West Eaton and enjoy the next stage of her life. Very best wishes to you." - From a Homecare SU family

Jennie Jones, Tara Jones, Lesley Davies, Becca Waldron-Wyn, Karen Hunt and Amy Deacon- "I would like to thank everyone involved in payroll this month for helping us manage a really tight timeline. A brilliant team effort." - From Peter Skelton, Head of Finance

To HR and Business Support - "I would like to say how lovely it was to come into the office today for the Easter Event and see so many service users and staff - like old times again. The letter hunt was great fun and the cakes were wonderful. I am sure you have also raised lots of money for the Ukrainian appeal through the raffles. Thank you for putting on a lovely treat!" - From Shelagh Callaghan, Head of DPSS and Marketing

Briony Phillips - "Well done on taking the initiative to address an IT problem, it's easy to ignore it until someone else sorts but you saw it through from beginning to end finding a solution that suited everyone even when this must have been time consuming and not really your job." - From Paula Palmer, Marketing Support Officer

**Compliment
people.**

**Magnify their
strengths,**

**not their
weaknesses.**





FAREWELL MAGGIE

It was with great sadness this year that SIL said a final goodbye to Maggie O'Neill who sadly passed away in August.

Maggie was one of the small group of people in Herefordshire who in 1996, campaigned for the right to have a direct payment. The group were successful in their campaign and as a result the Herefordshire Centre for Independent Living was formed, which later changed its name to Services for Independent Living.

By this time the organisation had become a registered charity and was not only supporting people to employ their own personal assistants, but also providing supported living in people's own homes.

Maggie went on to become a trustee, a role she held for many years, including two years as Chairperson of the Board, before stepping down earlier in 2022.

In July, to mark her outstanding contribution to SIL, and to thank her for all her hard work over more than a quarter of a century, SIL awarded Maggie the position of Honorary President. This was the first time SIL ever created this role. Maggie was a great friend to all our service users and staff and she is sadly missed.



29 WORDSEARCH

T V M R H O M E C A R E B I O G C C
R X P W E B S I T E C S G R N E C H
A R Q I X W Y R K A Z D P S S J S A
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I S U P P O R T W O R K E R T V W T
N W E E M H C M J Y Y W V X M H K Y
G T H M M H E V F Y E A R B O O K V
B E S T P L A C E T O W O R K U D T
D A S E R V I C E U S E R E M H Z S
F M U H B O A R D I L H H E L N T B
Q L H I G S Y S B U L L E T I N S I

Find the following words in the puzzle.
Words are hidden → ↓ and ↘ .

BEST PLACE TO WORK
BOARD
BULLETINS
CHARITY
DPSS
HMMH

HOMECARE
ILH
SERVICE USER
SUPPORT WORKER
TEAM
TRAINING

TRUSTEE
WEBSITE
YEARBOOK





❤️

We hope
you've enjoyed
your trip down
the memory
lane that was
2022.



Please join us
again next
year when we
review 2023!





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, Instagram or Website



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