

LORETTO CARE NEWS

Personalised services, positive outcomes



Gardens in bloom: p3



David's art boost: p4



New from old: p4



Summer fete joy: p7



John's happy home: p7



Sowing seeds

People making their own choices is at the heart of all we do

AT Loretto Care we want people to live as full a life as possible. That means the people we work for making their own decisions and having a service de-

signed around them.

Inside, we spell out what that means for Loretto Care and the people we work for.

You can read how people shape their own care and decide on their own priorities.

We also have lots of stories of people we work for engaging with their community and developing new interests.

And that's how we want to change lives for the better.

5 Big Aims help us invest in the future

THANKS to everyone who worked with us to shape our 5 Big Aims from now until 2020.

Investing in our Futures, the five-year strategy for Wheatley Group – our parent company – sets out what all the partners in Wheatley aim to achieve by working together.

We held many discussions with the people we work for as the strategy, and our priorities at Loretto Care, were developed.

Here are our 5 Big Aims:

W.E. EXCEL We are committed to excellence, giving the people we work for more choice and designing our services around the individual

W.E. CARE We will transform lives through personalised care and support

W.E. BUILD We will grow and diversify our services

W.E. INSPIRE We will continue to develop and inspire staff to reach their full potential

W.E. INVEST We will invest wisely in the things the people we work for and our staff value most. We'll keep you updated on the progress we make on our aims.



TENANCY SUPPORT SERVICE

Loretto Care is making a real difference to people's lives

Tenancy Support Service can give advice on everything from rent arrears to beating addiction

THE Tenancy Support Service is a lifeline to people who may be struggling to make a go of their home.

There are many reasons why people may not always manage to live well and stay safe at home – anything from debt to health problems.

Many of the problems people have go under the radar – and that's where Loretto Care's Tenancy Support Service come in.

If someone is in arrears and at risk of losing their home, the team can help them get advice on managing their money or helping to cut their fuel bills.

It could be help to book an appointment with a doctor or even get help with mental health issues or addiction.

It could be help with benefit claims or help to fill in forms or help to apply for jobs. And it could be practical things such as needing a washing machine or increasing their social contact to reduce isolation.

About 300 people are benefiting from the service at any one time.

GHA tenant Joe Welsh, 41, from Germiston, said the support he got from the Tenancy Support Service turned his life around.

Joe said: "I have a history of

ENGAGING WITH YOU

There's a real buzz over sweet success of honey project

OUR service in North Lanarkshire is creating a buzz by making its own honey.

An organisation called Plan Bee provides the beehives and collects the honey, while Loretto staff and the people we work with sell honey to their local community.

The service, in Wishaw, provides



care for adults with mental health difficulties.

Pictured is Service Manager Kate Keltie with Campbell Moore.



WORKING TOGETHER: Our Tenancy Support Service brings housing and social care staff together

self-harming and I struggle with drink and mental health.

“My housing officer saw a trail of blood leading from outside the close to my front door. She saw I needed help and contacted Loretto Care.

“Staff from Loretto Care visited me every week to see how I was and what help I needed.

“I had no carpets and they sorted

that out for me. They helped me get a cooker too.

“They helped me come off the drink, helped me arrange to see a doctor to get back on my medication.

“If I didn’t get that support I don’t know how I would have coped. I’d probably be six feet under.

“I now look at life in a different way – the future looks a lot better.”

Loretto Care’s Liz Robertson said:

“The Tenancy Support Service has helped Joe get his self-confidence back and improved his quality of life.

“He’s feeling better, he’s managing his home better and he’s engaging well with his housing officer.

“Care and housing staff working together is making a real difference to people’s lives.”

ENGAGING WITH YOU

Creating new roots in the community

COMMUNITY gardens sow the seeds of a healthy community and help people lead more independent lives.

People from our services in Barmulloch, Glasgow, set up a tenant group with folk from Loretto Housing homes nearby.

They’ve also linked in with another community gardening group at Sandyhills who are sharing their top tips.



Tenant Joe McNeil, 57, said: “The garden will give us something to work on and will be a good motivation for us.”

Tenant Marie Murphy added: “I’m looking forward to getting out and meeting people and getting some exercise.”

ENGAGING WITH YOU



Art therapy helps people get on track

PEOPLE from our Fullarton service in Tollcross, Glasgow, are using art to help get their lives back on track.

An exhibition of their paintings, drawings, poetry and photography called 'Show Me Something Too' has helped increase their confidence and social interaction. The service focuses on recovery and rehabilitation, with the aim of helping people return to independent living or a setting with a support structure.

Pictured is David Young and ex-Scotland goalie Alan Rough, who is backing the scheme.

ENGAGING WITH YOU



Learning new skills from old furniture

YOUNG people in Falkirk and Stirling are building their confidence and learning new skills by restoring old furniture.

The young people, who were all formerly homeless, chose a piece of second-hand furniture and transformed it using skills they learned as part of a seven-week furniture recycling course.

Charlie, 16, from Garry Place in Grangemouth, is pictured with a cot she made.

PERSONALISED SERVICES

Personalisation means we can offer

SELF-DIRECTED support allows individuals receiving social care or support to work alongside professionals to enhance the quality and delivery of health and social care.

Personalisation is a process that allows people to choose their support

provider or to 'self-direct' their support package.

Loretto aims to build a positive, empowering framework for care and support, giving people the freedom to direct their own care and support to achieve their own



IN CONTROL: Campbell Moore's personalised service helps him lead the life he wants

Giving means

LORETTO Care puts the people we work for firmly in control of their support – and their lives.

Every individual is at the heart of making decisions about the outcomes they want to achieve in life and what services they need to support them.

They even have a say in when their services are delivered and which staff members provide the support.

Service Development Lead Sue Johnston said: "Our whole focus is on personalised service and we work with individuals to create their own tailored package of support.

"Whatever it is they want to get out of life we can help them get there. This is what we call personalisation and co-creation."

Campbell Moore, from our North Lanarkshire Personalised Support Service, says his personalised service helps him to lead the life he wants – and means he can shape the service he receives from Loretto Care.

Steven's free to

STEVEN Neil, from Maryhill, said: "I get support to do all sorts – going for my shopping and things like that, gardening, holidays and different things.

"I love gardening, being outside. I'm

For the best service to every individual

unique support package.

The people we work for are equal partners in designing, creating, reviewing and shaping their service and support. We call this close partnership working co-creation.

People we work for have taken

part in focus groups or one-to-one sessions to share their ideas about co-creation.

All the feedback we gathered about co-creation helped influence Wheatley Group's draft approach to self-directed support and personalisation.

people control better service

Personalisation of care means support best meets individual needs

Campbell, 67, said: "Personalised support gives you a sense of independence. You can make decisions for yourself rather than someone else making them for you.

"I sit down with staff and plan how I'm going to spend my support fund.

"I like day trips and I make my own decisions and decide where I want to go.

"Loretto support helps towards my independence - and I really appreciate that."

Campbell likes to be involved in appointing staff - including conducting interviews.

He said: "I got involved in interviewing new staff, which was really interesting.

"I sat in and asked questions.

"Helping to appoint staff makes me feel involved and puts me in control of my individualised service.

"It shows that we are respected as equal partners within Loretto."

Campbell is involved in the nearby community garden and has also attended computer classes in Wishaw.

And he appreciates the fact that he can put forward his own ideas to Loretto about the service he receives.

Campbell said: "Being in control of my life is very important. Everyone likes to express their opinions and make decisions for themselves.

"I can talk to staff to solve any problems and they are very accommodating.

"You can always tell them your ideas about the service and they will support you.

"The power is in my hands and my opinions matter.

"This is the best environment I've lived in."

Feedback helps us improve and tailor our work

AT Loretto Care, the people we work for are at the heart of everything we do.

That's why we want you to influence what Loretto Care does and shape the decisions that affect you.

Advisory Groups are an important way of doing that. They're made up of people we work for from all over central Scotland - and give them the chance to have their say to Loretto Care's senior management.

People we work for get an update from staff - and give their feedback on Loretto Care services and how they can be improved.

Meetings are held four times a year, in Glasgow and in Grangemouth, and they're attended by high-level staff.

It's a great way for people to have their say and shape what we do. To take part, phone 0141 274 7622 or email michaelt1@lorettoha.co.uk

Groups focus on the key issues

THE people we work for are closely involved in focus groups to look at Loretto Care's key aims.

At our Falkirk and Grangemouth services, people suggested quality, safe, happy services that were non-judgemental and person-centred were important. Respect and equality were also themes.

A focus group was held to hear what people at our Falkirk and Grangemouth services thought should go in our participation strategy.

They said participation helped make them feel in control.

enjoy his hobbies

what you call a gardening expert. I'm holding some of my support back just now to save it for a holiday.

"I choose what I want to do and when. I'm in charge. I'm the boss - I tell the staff the way I want things done."



ENGAGING WITH YOU



Glasgow photo book

'A VISION of Glasgow Through My Eyes' was an exhibition of photos held last November at the Glasgow Resettlement South Team in the Gorbals.

The idea was to encourage people to get out and about, connect more with their community and other people.

They also designed and created a photo book to share these. Pictured is a photo of the Finnieston crane taken by Michelle Staig.

ENGAGING WITH YOU



Pet therapy is magic!

ANIMAL magic is helping improve the quality of life of people we work for.

People recovering from alcohol-related brain damage at our Fullarton service in Glasgow have been feeling the benefits of animal-assisted therapy.

Pictured is Lynn Bremner with Buddy the royal python.

YOUNG PEOPLE'S SERVICE

Small steps help to transform lives

From job hunting to budgeting, service can advise

LORETTO Care's young people's service can help transform lives.

Andrew Hunter, 22, says the support he received from Loretto Care at The Bridge in Stirling helped him turn his life around.

Andrew said: "I'd been in care since the age of six and was in and out of homeless accommodation in Stirling as a teenager.

"Then Loretto Care's outreach team visited me while I was in a temporary flat.

"The support is brilliant. The staff really care and their positive encouragement and life advice made a big difference.

"They made sure I was eating properly, helped me with budgeting, sorted out my benefits, helped me fill in job applications and get on top of rent arrears.

"I moved into The Bridge and it really turned my life around.

"Staff help you decide what's best and how to make your own choices.

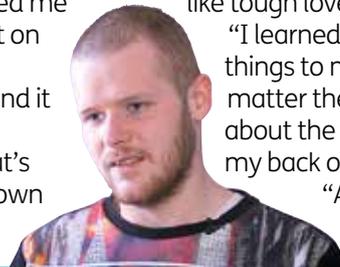


"They left it up to me. They didn't tell me what to do, but helped me work things out for myself.

"Staff are very calm but really professional. They can be strict - it's like tough love.

"I learned you need to change things to make your life better, no matter the sacrifices. I'm optimistic about the future because I turned my back on the past.

"And that's down to Loretto Care."



24/7 support for young people

OUR Youth Housing Support Service at The Bridge in Stirling supports young people who have experienced homelessness.

Young people there are also closely involved in shaping and evaluating the service they receive.

The young people at The Bridge learn valuable life skills - from managing money to learning how to cook - which help them move into their own homes.

Having staff around 24/7 also means they get vital emotional support.

Levi Stewart, pictured left,

said: "I got so much support from Loretto Care. Staff took the time to get to know me and helped me change aspects of my life.

"I also got help with claiming benefits and they also put me in touch with other support workers. It changed my life."

Young people also shape the service they receive.

Emma Thomson, Stirling Young Person's Housing Support Service Manager, said: "The young people help recruit staff and we hold regular workshops to get their ideas.

"It means we can help them prepare for a tenancy - and their feedback helps us improve."



ENGAGING WITH YOU



Bake-off is a mouth-watering success

A SUMMER fete at Inchyra Place in Grangemouth saw people we work for take part in a bake-off competition.

The summer fete, called 'Loretto in the Sunshine', featured live music, a

barbecue and the unveiling of a new sensory garden. The highlight of the day was the 'local landmarks' themed bake-off competition, which was won by Grangemouth resident Senga Rennie and her Spitfire cake, pictured.

OLD PEOPLE'S SERVICE

Older people enjoy their independence

St John's Court gives people the opportunity to shape its services

OUR sheltered complexes help older people lead independent lives.

They organise activities that bring people together – and they also make their voices heard and shape decisions that affect them.

That means services are built around people themselves.

John Dinnen, 82, from St John's Court in Glasgow, is full of praise for the support he gets.

John said: "We hold a lot of activities in the common room such as coffee mornings and carpet bowls. Everyone has a laugh and mixes very well.

"We also have regular sessions called 'Sporting Memories'. But we end up having conversations about all sorts, such as people reminiscing about their working lives. It helps bring people together and you feel good afterwards."

Residents at St John's Court also enjoyed a show from performer



ACTIVE ROLE: John Dinnen helps make decisions about Loretto Care's services

Donna Rutherford – called Broth, Kin and Care – about how people used to get together with a pot of soup and tell each other their problems.

John said: "That was a grand day. The woman had a screen behind her and was cooking fish soup in front of us. It sparked a lot of memories too, about how people used to cook in the old days."

People at the complex influence the decisions that affect them. They share their ideas about the service and how it is provided during regular meetings.

John said: "Staff here are always very responsive to issues we raise. Staff

act on things very quickly.

"We're very lucky to be independent."

Service Manager Liz Smith said: "We want the people we work for to live as independently as possible.

"The common room reduces isolation and helps people integrate. They bring friends and family along too.

"We also encourage people to get out and about. The wardens signpost them to other services in the community which helps support their independence."

John added: "This is my home and people here are my family. It's one of the happiest environments I've ever lived in.

"I can't speak highly enough of Loretto Care."

Learning new skills for life

Academy will offer a range of training

LORETTO'S new Academy in Glasgow will help the people we work for come together to improve their skills and expand their horizons.

The state-of-the-art academy, at Lipton House, will be used for workshops and training sessions to help people make the most of opportunities.

The new-look venue, which is due to open at the end of May, will also be used for specialist training to ensure staff can continue to improve our services to the people we work for. The flexible layout



is intended to support people's learning and creativity.

Loretto Director Cathy Fallon said: "The new Academy is really exciting because it's a different style of environment for learning, moving away

from traditional classroom activities.

"The people we work for will be able to use the Academy for a range of activities such as art workshops and computer classes and online learning. I'm sure it will be very well-used by everyone."

MEET THE TEAM

Senior staff put people at the heart of our work

WE put the people we work for at the heart of everything we do – and that goes for our senior managers too.

They're the people who manage all the services Loretto Care provides.

Loretto Care prides itself on being open and accessible – which means we want it to be clear to you who is responsible for the services you receive.

We hope you never have an issue you have to take to senior staff, but if you do, here's who they are.



Cathy Fallon,
Loretto Director

I have worked in nursing and social care for 37 years.

I moved to the voluntary sector in 1993, working with Loretto as Deputy Director.

I have overall responsibility for ensuring Loretto provides a quality service to all mainstream and supported tenants, service users and staff. Within this there a responsibility to service the boards of both Loretto Housing Association and Loretto Care.



Martin Glackin,
Head of Care

I trained as a nurse in the 1980s and began working for

Loretto in 1994. Since then, I have seen our services grow from supporting 50 individuals to more than 2000 each week.

Social care has changed significantly over the last 20 years, and Loretto has responded positively to these changes.

The recent changes in legislation that support the people we work for to lead on their care provision, are in line with our culture and values, and are reflected in our plans for the future.



Glenn Harrold, Service Development Lead (Older People)

I trained and worked as a nurse in Glasgow before joining Loretto in 1994.

Loretto services are constantly evolving to ensure we deliver the highest possible quality of care that enables you to live the life you want. Listening to you helps us with new ways to engage and continually improve what we do.

Loretto Care is a forward-thinking organisation committed to providing high-quality care and support and making a real difference to people's lives.



Louise Dunlop, Service Development Lead (Tenancy Sustainment)

I started my social care career in 1992 and joined Loretto in 1995.

At Loretto, we believe dignity, respect and hope are a fundamental right, and we support people to move towards being self-reliant.

I am particularly interested in working with people affected by homelessness and I know that Loretto will continue to transform the lives of some of the most vulnerable people in society.



Sue Johnston, Service Development Lead (Self Directed Support)

I originally trained as a nurse and joined Loretto in 1993.

My drive is to ensure each individual's service is unique, supports personal wellbeing, is provided at the best time and is provided by excellent staff.

I am particularly interested in our Advisory Boards, where you or your representative will support us create opportunities for you, inform the direction of Loretto policies, practice and training.