

# News Matters

Summer 2022

Independence Matters *'the life you choose...'*



**News from  
across the  
IM Group**

**Our ale goes  
on sale at  
the Co-op!**

**10 pages of  
Jubilee  
celebrations**

# Welcome to News Matters

Hello everyone,

Where do the months go, I can't quite believe it is August already!

What a brilliantly inspiring edition, packed full of activity with the energy just fizzing off the pages; pictures paint a thousand words and this edition is full of them. Everything feels really positive and upbeat. Great Diamond Jubilee celebrations.

It is so joyous to see everyone out and about again, getting involved in group activities and enjoying the opportunity that the warmer months allow for us to get together. Loving the scavenger hunt over in Yarmouth, great idea and such fun.

Lots of exciting things happening, like The Brewery Pale Ale hitting the supermarket shelves, so proud! We all need to go out and buy it now, it is delicious and perfect for a BBQ or just relaxing at the end of a busy day. Well done Jason for getting a paid job and new products launched at Norfolk Industries.

Lots of investment across Independence Matters over the last few months and I am so pleased to see that our customers are really enjoying the benefits of this.

Great to read about our colleagues in Home Support Matters, I always love the insights into colleagues roles. Welcome to our newest and tiniest recruit, baby Riley-James, he may grow up to join the HSM family ☺. Congratulations to Natasha and Angela and well done Sara on your walk for MacMillan, I feel your pain!

Have a wonderful summer everyone.



Sarah Stock, Managing Director

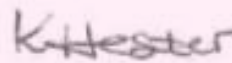


# New Non Executive Director appointed

I am really pleased to inform you that we have appointed a new Non-Executive Director to the Independence Matters Board.

His name is Tom Thornley and he is Managing Director of Paul's Cycles in Dereham.

As part of the interview process Tom met stakeholders in the organisation and his appointment was a unanimous decision. I hope you will all join me in welcoming Tom to Independence Matters.



Karen Hester, Chair, Independence Matters Board

The Stakeholders would like to congratulate Tom and are very excited about him joining IM.



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# Our ale goes on sale!

We're super proud that the Equal Brewery's Golden Ale is now available to buy at the Co-op! The ale is brewed at our Ipswich Road Community Hub by people with learning disabilities, helping them gain valuable work experience and practical skills through brewing and baking.

Brewery supremo Bill Russell said: "Our students are thrilled to see their beer hitting the shelves of eight East of England Co-op stores. It shows them just how valuable and useful their skills are, which is what we're all about. We couldn't have achieved this without our team of fantastic volunteers. We're delighted with the support from the Co-op and look forward to many more people getting the chance to taste our 'beer for good'."

Any money raised through the sale of the beer goes straight back into the community interest company to support more people.

Visit the Equal Brewery website for more info [www.equalbrewery.org.uk](http://www.equalbrewery.org.uk) or follow [Equal Brewery Official on Instagram](#)



## Available at

Costessey, Dereham Road, Gorleston, Long Stratton, Spixworth, Earlam Green, Acle and Harleston Co-op stores.

**Why not treat yourself to a bottle or two?**



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# Searching for dinosaurs!

Customers have been on the trail of dinosaurs in Norwich. Accompanied by colleague Nicki, the group travelled into the city on the bus and used a map to follow the trail route starting at Norwich Cathedral.

They took a break for lunch at a pub, eating in the garden, before continuing the tour, finishing near the Castle Museum.

It was hot day but they took their time and kept in the shade – and everyone had a great time!



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Norfolk Industries is delighted to have launched a new product: Furry Friends Farewell. Developed in house, it offers a sensitive way to help children say goodbye to a much loved pet.

As well as generating sales, the new product has been developed to provide a disability-friendly work experience at the factory for those on work placement programmes.

On sale now, Furry Friends Farewell will be promoted at the PATS Telford trade show in September to raise its commercial profile and generate orders.

**NEW  
PRODUCT**



We've been doing a lot of investing at Norfolk Industries factory in recent months, including new window decals across the front of the building (below). A metal detector (left) has been installed on the production line to support the Pets At Home contract. It monitors product coming off the enclosure line making sure there is no contamination such as metal or wood that would make it harmful to pets.

The canteen has also been refurbished and a large digital screen with internet connection installed. This will be a game changer in delivering training and development and providing activities for candidates on the EVOLVE programme.



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## We've got new wheels!

Three fabulous new mobility vehicles have been delivered to Independence Matters services. Fully adapted for people who use wheelchairs, we know they are going to make a big difference and hope everyone enjoys having the freedom to get out and about in them over the summer.



## Recruitment drive

Independence Matters was among the providers invited to attend May's Careers in Care Jobs Fair at Norwich Job Centre. Colleagues Nikita Bilham and Dawn Banks were at the event and met with individuals who had a keen interest in either beginning their career in care or expanding their experience in the health and social care sector.

Nikita said: "It was a great day for us to meet with individuals face to face to discuss our employment opportunities and be able to discuss the next steps with them."

### Interested in working for us?

We have a variety of vacancies at our services across Norfolk and would love to hear from you! Our 'Refer a Friend' scheme means current employees can earn £100 for each successful employee they refer.

[View the latest vacancies on our website here.](#)

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# Support to Realise Your Potential!

Customers at Attleborough Community Hub have completed a free 10-week Realising Potential programme run by Norwich City Football Club's Community Sports Foundation.

The group successfully completed the following units and received certificates, accredited by independent education charity AQA.

- Developing Communication Skills
- Teamwork Skills
- Leadership
- Investigating Employment Opportunities
- Football Skills

The programme's Project Officer, Ellie Dickinson, visited the Hub to facilitate the course. Football and other activities were combined with classroom work, which everyone enjoyed as they were able to take part and feel a real sense of achievement.

The group also made two visits to the Foundation's new community hub 'The Nest', located on a 22 acre site near Norwich International Airport. They were able to use the facilities, including high-quality grass football pitches, have a picnic and benefit from the expertise of other members.

All the customers who took part thoroughly enjoyed the 10 weeks. They all miss Ellie coming to the Hub, but have their certificates to remind them of what they've achieved and are hoping to get another visit to The Nest or even a stadium tour at Carrow Road.



## Interested in taking part?

Ellie would love to offer the Realise Your Potential programme to our other Hubs.

Call her on 01603 984000 or email:

[ellie.dickinson@norwichcitycsf.org.uk](mailto:ellie.dickinson@norwichcitycsf.org.uk)

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**COMMUNITY SPORTS  
FOUNDATION**



Funded by:

**Professional  
Footballers'  
Association**

**NorfolkAire**  
VEHICLE RENTAL



# REALISE YOUR POTENTIAL

*A disability should not stop you fulfilling your potential; you just need the right environment*

Get active, develop personal skills and increase employment opportunities with our Realising Potential programme at The Nest. Aimed at adults with either physical or learning disabilities, the programme includes:

- Advice and one-to-one support
- Multi-sports, dance and other active sessions
- CV writing, interview techniques and personal independence workshops
- Study for AQA Personal Development Qualifications, plus gain volunteering and employment opportunities

**FREE**  
10-WEEK COURSE

To book your place or find out more, please email [ellie.dickinson@norwichcitycsf.org.uk](mailto:ellie.dickinson@norwichcitycsf.org.uk) or call 01603 984000



# A Day in the Life of Shawn Buxton

## Home Support Matters, Norwich Night Sitting Rapid Responder

19.30 hours and I'm waiting in anticipation for the night ahead - and a call from Norfolk County Council emergency duty team which could arrive at any moment and send me to any location across Norfolk. Over the years of being part of the Rapid Response team I've received hundreds of calls at varying times of the night. The latest I've ever been called out is 4am, which was to take over from paramedics as a customer was left shaken after a fall and not safe to be left alone.

At 20.10 a call comes in from emergency duty team, giving me information about the customer I need to go to and why they require support through the night. Breaking no speed limits 😊 I arrive at the customer's property, which is in the village of Hopton, just outside Great Yarmouth. The customer's son greets me on arrival with a certain amount of relief. I use dynamic observations to risk assess the property as this customer is not in receipt of care provision (which is very often the case on this service).

Often, we are supporting individuals who are not part of the care system and have not previously had a care needs assessment. This of course adds an element of risk to the work we do as a team. Tonight, this customer has three cats and one dog to contend with, and cameras in all rooms which I hadn't been briefed on. This is unusual as the emergency duty team are generally very good at passing on as much information as possible. The customer suffers from Parkinson's and dementia, has a heart condition, and a history of falls. He is also extremely hard of hearing and doesn't wear a hearing aid at night. His son informs me that earlier in the day he was diagnosed as suffering from a urinary tract infection.



My role is to support with prompting, reassurance and supporting him to coordinate his toileting needs throughout the night. The emergency duty team finish their duties at 00.30 so I give them my feedback and report that the equipment in place to support the customer with his ongoing toileting needs is inadequate. I'm given the details of the social worker on call prior to the emergency duty team finishing their duties in case I need any further support.

When morning arrives, I speak to the customer's son before I leaving the property and he states how delighted he is that he's managed to get a good night's sleep. He explained that the night before, he responded to his father's toileting needs approximately every 30 minutes. Since this shift I've received feedback from the team that, on my departure, the son promptly requested a further night sit for the next night, but as I wasn't on duty this would have been attended by a colleague.

I love the work I do on the Norwich Rapid Response sitting service. No two nights are the same and we get to not only provide much needed support to an individual in their hour of need, but very often offer relief and support to their family members also.

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Home Support  
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We're here because we care



Home Support Matters

We're here because we care

## Congratulations to...

...Natasha Roberts (right) who was awarded Colleague of the Month. Natasha was nominated for going above and beyond in her role and received a certificate and Love2Shop voucher.



...Danni Chapman (Thomson) who safely delivered a lovely baby boy on 28th May at 19:50 weighing 8lb 12oz. He has been named Riley-James



...Angela King (right) who received a congratulatory certificate and Love2Shop voucher in recognition of her second work anniversary.



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Home Support Matters

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# Taking time for a cuppa to raise funds for Dementia UK

The Studio Gang at Dereham Hub made 'time for a cuppa' and lots of cake, raising a magnificent £121.20 for Dementia UK as part of Dementia Awareness Week.

The Gang got busy making sausage rolls and cheese straws for the event on 4th and 5th May. Colleagues and customers at the Hub also contributed to the lovely goodies on sale and dug deep into their pockets to donate as many of us know or knew someone impacted by dementia.

The group got together to count up the takings and took the money down to the bank to pay into the Dementia UK account along with a letter.



The Studio Gang enjoy helping out their favourite causes and have previously supported Odd Sock Day and collected donations for Anti-bullying Awareness Week.

*A huge well done to everyone involved!*

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# Medals galore for Olympics team

Attleborough Hub's Special Olympic Team took home an impressive haul of medals at their first competitive outing in three years.

The Norfolk Track and Field Championship took place at the UEA Sportspark on Sunday 15th May and saw Special Olympic Groups from Norfolk and Suffolk compete against each other.

Colleague Julie said: "It was lovely to see them competing at an event where it was so inclusive, there were also the best of Norfolk

"It was great to see all four age groups competing - 4-7 years, 8-15 years, 16-21 years and 22 years plus.

"Each athlete put in so much personal effort and we were so proud of how our team did. We are also thankful to all the volunteers from Special Olympics Norfolk as they work very hard to get this event up and running."



## Our medal winners from left to right

**Hubert - 3 golds medals:** 100 metres, javelin and long jump

**Luke - 2 silver medals:** 100 metres and long jump

**Stephen - 2 bronze medals:** standing jump and 100 metres

**Lynsey – 1 gold medal:** 100 metres walk,  
**2 bronze medals:** standing jump and soft ball throw



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## iMatter Awards winners

It's been a long time since the 2021 iMatter Awards ceremony, but we were delighted to hand out the remaining awards to our well deserving winners. Congratulations to:

**Support Service Awards winners: IM Learning & Development Team** (above)

Nominated for their combined knowledge, professionalism, resilience in the face of change, willingness to seek and respond to feedback, and for putting colleagues at the heart of everything they do.

**Frontline Care Team Award winners: IM Floating Support City** (below left) nominated for their professionalism, dedication and continuing to deliver support to customers through the worst of the pandemic.

**Frontline Care Individual Awards winner: Suesette Smith, Ipswich Road Community Hub** (below right) Nominated for her positive upbeat approach and determination to ensure her customers get the very best service.



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## Jason's hired!!!

We're delighted to hear our customer blogger, Jason, has secured a part time job working at his local Tesco.

"I mainly fill the shelves, but I also collect the shopping baskets under the tills if there are none by the door. It's a summer job and I got it from a work coach through my social worker. She got me some work experience at Tesco, and they then offered me a paid job. Everyone is very helpful and kind and I do enjoy it, although I don't know where everything is yet, but I'm sure I will get there soon."

Fantastic news and we're sure you'll all join us in wishing him well.

You can follow Jason on our [Facebook page](#) and [website news](#).



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## New contract packing customer

Norfolk Industries has welcomed a new contract packing customer, Castle Colour. The packing work involves constructing little boxes, inserts and trays to hold chocolate frogs, merry men and owls for Betty's.

The work doesn't involve any chocolate - just assembling the boxes. It's fiddly work until learnt, but we're told the team have taken to it like ducks to water!



## Countdown Dereham style

We've invested in large web connected screens at our Hubs which are helping customers to learn and develop skills.

[Click here](#) (or on the image left) to watch customer Stephen demonstrate his mathematical skills, 'Countdown' style.

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## Life's a beach!

Who remembers that super hot July day (before the 40 degree heatwave) when it wasn't actually sunny? Customers and colleagues at North Personal Assistant Support escaped the heat by taking a trip to the beach at Yarmouth to cool off.



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## Macmillan Mighty Hike

HSM HR Advisor, Sara Basey-Fisher, has completed the Macmillan Mighty Hike, walking 14.4 miles and raising over £300 for the charity.

“This cause is close to my heart having supported my husband since his diagnosis when we were 21. Following treatment, he is now stable, and the cancer is under control. This was a challenge for me as I have a fused hip, reconstructed knee and broke my ankle last year... but I did it!

Walking from Cromer to Blakeney on the beautiful North Norfolk Coast, which included a horrible four miles of deep shingle which made me want to cry in 22 degrees with no breeze. Reaching the finish line with three of my close friends, and being greeted by my husband, let's just say I was an emotional wreck... and very, very hungry!!!

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## Customers get a tune from *new equipment*

We've invested in new equipment at many of our locations, including Pine Lodge, which now has these colourful sensory musical instruments brightening up their garden. Customers have been enjoying getting a tune out of them and, indoors, using the new, interactive screen – great for games of all types.



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# Scavenger Hunt fun!

Customers and colleagues at East Personal Assistant Support held a wellbeing day with a difference. Their scavenger hunt saw teams searching Gorleston and Great Yarmouth for local landmarks and bringing back photographic evidence. What a great idea!

The hunt was followed by Keith's Butchers baguettes for lunch and an afternoon of riddles and quizzing back at the Hub.



**FIND:** a bird road name



**FIND:** a blue Site of Armoury plaque



**TAKE:** a group photo at Nelson's monument



**TAKE:** a photo with someone in uniform

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TAKE: a photo with a red coloured beach hut



FIND: a bird road name



TAKE: a photo with a Banksy



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TAKE: a photo with a red coloured beach hut



TAKE: a photo with someone in uniform



Looks like a free lunch?!!



An afternoon of quizzing fun



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## Sunflowers for Ukraine

This sunflower artwork by Hub customers was done for an open day display at the Ukrainian drop in help centre in Dereham. The group chose sunflowers because they're bright, cheerful and a major crop in the country. The words translate to "Welcome."



## Norfolk Wheelyboat launches

Huge thanks to the Wheelyboat Trust for inviting us to the launch of Norfolk's first accessible powerboat at Blakeney Harbour. Ali and Jonathan from Holt Community Hub were there to take a ride in it.

"We were so lucky to take part and had a wonderful time. The Wheelyboat gives people with all types of disability the opportunity to access the water - there is even an opportunity to drive the boat!

"Jonathan and I loved the trip out to sea looking at the other boats, wildlife, learning about the buoys and their positions for boats, and feeling the sea spray from the waves.

"When we returned to the Hub the excitement Jonathan had while sharing his experience with his friends was priceless. We will be having more trips in the future!"

[Check out the full story and more pictures here](#)

## Anyone for tennis?

Customers at Crossroads Community Hub enjoyed Wimbledon fortnight, eating strawberries and cream while checking out the action on Centre Court.



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Celebrating the Queen's  
Platinum Jubilee at

## Harford Hill Community Hub



Everyone at Harford Hill, including the lovely Biffy, had an amazing few days celebrating the Jubilee with great activities and a wonderful patriotic spirit.

Activities included a 1940s Jubilee party. 'Royal Bingo', where numbers were replaced with images of royal associations such as Balmoral Castle, was very popular.

Another unique royal activity 'Pin the Diamond on the Crown' wasn't the easiest thing to do while wearing a royal mask!

The homemade Royal Buns were a real treat, made and beautifully decorated by a team member. There was also a tasty traditional 1940s two-course meal provided by wonderful caterers TLC Dinner Choices.

At the end of the day, everyone received a commemorative gift as a little keepsake, helping to recall memories of a special day.







Celebrating the Platinum Jubilee at

**Dereham**

**Community Hub**





# Celebrating the Platinum Jubilee at Pine Lodge



Customers and colleagues at Pine Lodge enjoyed a weekend of cake baking, crown making, colouring and decorating the Lodge. The Pine Lodge mascot joined in the celebrations wearing a Queen face mask!

They also attended a Jubilee Festival in the local village at Repps-with-Bastwick and enjoyed a BBQ.







Celebrating the Platinum Jubilee at

## Crossroads Community Hub



Customers and colleagues enjoyed a week of fun and celebrations to mark the Jubilee.

Customers were treated to entertainment and enjoyed a traditional afternoon tea





Celebrating the  
Platinum Jubilee at  
**Rosewood  
Community Hub**





Celebrating the  
Platinum Jubilee at



## Church Green Lodge



Church Green Lodge had a fabulous day of fun and celebration. Everyone enjoyed a catch up in the sunshine along with the home made scones, quiches, vol au vents, sausage rolls and cake baked by Tracey.

Face painting was very popular too. Paul (below) chose a football theme, Harvey (centre) was patriotic in keeping with the celebrations and Rowan (right) opted for a tiger.





The competition for the best crown entries was won by Harvey (above left), and Paul (above right) correctly guessed the name of the bear (it was Albert).

The new garden instruments were a big hit and there was a surprise visit from Tony, who was named the guest of honour. Tony (below left) has been very unwell and hasn't visited for a while, so he was happy to be back and enjoyed seeing his friends again.





# Celebrating the Platinum Jubilee at Long Stratton Supported Living



Long Stratton Supported Living celebrated with a barbeque which was a great success!

Both tenants and colleagues really enjoyed the event saying it was long overdue and really nice to be together again.



