

Useful Addresses and Telephone Numbers

We have moved



HEAD OFFICE

Progress Care Housing Association
Unit 9, King's Court, King Street,
Leyland, Lancashire PR25 2LE

Tel. 01772 450888

Fax No. 01772 450899

Web: www.progresscare.org.uk

Email: enquiries@newprogress.co.uk

LINCOLN OFFICE

Progress Care Housing Association
1 Sixfields Close
Skellingthorpe Road, Lincoln
Lincolnshire LN6 0EJ

Tel. 01522 507208

Fax No. 01522 507211

REPAIRS

Property Repairs Hotline

Monday - Thursday

9.00 am - 5.15 pm

and Friday 9.00 am - 4.45 pm

Tel. 01772 642199

Out-of-above-hours

(Emergency repairs only)

Tel. 01772 436756

Repairs to furnishings,
kitchen or laundry equipment

Tel. 01772 450888

This newsletter is available on
audio tape. For a free copy,
either phone or write to Lynda
Mason at our head office address
above, or you may e-mail her at
lmason@newprogress.co.uk

If you need the newsletter in
another format or additional
copies, please let Lynda
know and we may be able to
produce it for future editions.

In our last newsletter we started a pen pals page.

We featured tenants who were interested in exchanging letters and asked you to write to us if you wanted to become their pen pal.

If you want to write to Janet or any of the tenants featured last time in our pen pals section, contact Kate Child, Tenant Involvement Co-ordinator, telephone 01772 450893, or write to her at Progress Care HA (see address opposite). Kate will pass your details on to your chosen pen pal.

If you would like to appear on this page, please send Kate a short description of yourself, your interests and what type of person you would like to write to you, plus a photo of yourself, if possible.

Janet Booth, Chorley

Janet, pictured right, is 48 and would like a female pen pal. She likes swimming, watching TV, especially 'Songs



of Praise', and she likes to go to Church. Janet loves travelling and has visited many European countries including Spain, Italy and Germany. She would be interested in swapping postcards with her new pen pals.



They won it

Each month the repairs slips are entered into a prize draw. The latest winners of the £20 shopping vouchers prize draw are:

- **August** – Michael Anderton, Maureen Clarke and Lesley Stanworth of Colne, Lancs
- **September** – Dorothy Bellwood, Sylvia Berry and Eileen Woods of Salford
- **October** – Andrew Gray, Neil Fairclough, James Latimer and Alan Winstanley of Wigan

- **November** – Colin Curtis, David Moore and Norman Platt of Norwich
- **December** – Martin Bethell, James Cotterill, Deborah Davis and Gary Mallon of Blackpool
- **January** – Stanford Stephens and Parick Moore of Norwich
- **February** – Joan Graves and John Wilkinson of Blackpool

Remember to send back the repairs satisfaction form whenever we have done a repair for you. You could be a winner next time!



'Progress People' is published by Progress Care Housing Association and sent to our supported housing tenants, support agency partners and service commissioners. If you have anything to say about the newsletter or our service, or a subject you think would make a good article, please get in touch.

You can write to: Lynda Mason, Project Manager, Progress Care Housing Association, Unit 9, King's Court, King Street, Leyland, Lancashire PR25 2LE. You can email Lynda at: lmason@newprogress.co.uk or telephone her on 01772 450894.

Animal farm

Birds, guinea pigs, goats and horses are all in a day's work for tenant Graham Wilcock.



■ Above and right: Graham Wilcock pictured with some of the animals he helps to look after

Graham works with all these animals and more as part of his course at Lords House Farm Education Centre.

Graham, who lives in nearby Accrington, attends the centre three days a week to take part in animal care and environmental arts and crafts. He loves his work and it shows. He recently won a 'Hardest Worker' trophy as well as gaining AQA (Assessment and Qualification Alliance) units for Basic Skills in several topics.

Kath Thacker, Manager at Lords House Farm, told us: "Graham is always full of enthusiasm and joins in with whatever is going on."

So what's a typical day for Graham? He explains: "We get there about 9 o'clock then we do all sorts of jobs. Animal care is keeping them clean, making sure I shut the doors on the cages, feeding them and giving them fresh water."

Graham obviously enjoys his work and he told us that his next goal is to ride the horses. The only thing Graham doesn't like about his job is finishing at the end of the day. He said: "I would stay all night if I could!"



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David Jones expressed his pleasure at using different colours.

Left: David Jones spots his postcard at the gallery. Below: David's postcard

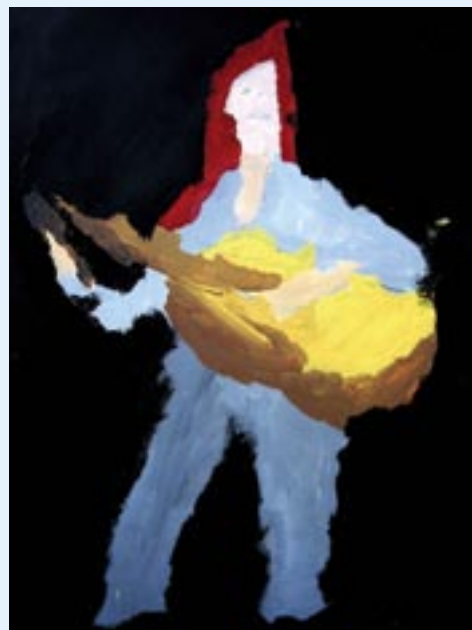


A project in Dumfries in Scotland is giving tenants the chance to express themselves using different art materials and to see their work on public display.

The support organisation Turning Point Scotland set up the 'Access Art' project one year ago. Since then more than 50 people with learning disabilities have created their own masterpieces, including tenants of Progress Care HA.

Kenny Carus, David Jones and Lesley Pascoe are among those who have seen their work exhibited at the Gracefield Arts Centre and other venues in Dumfries. Kenny and David have had postcards of their work made and sold. One

Kenny Carus said he liked drawing faces and thought he might like to draw a picture of himself next.



Right: 'Ziggy Stardust' by Kenny Carus was bought by the Gracefield Gallery. Far right: Kenny gets inspiration from a gallery visit



Express yourself...

of Kenny's paintings was even bought for the prestigious Gracefield Permanent Collection.

Art Tutor Steve Burnie said art helped the tenants to communicate their own ideas. He added:

"Each person is so individual, it is really enjoyable to get to know what they like and dislike and to see them start to make progress."



Above: Lesley Pascoe is delighted to see her framed artwork. Below: Image by Lesley Pascoe

He explained the main aim of the project was to encourage self-expression, self-discovery and personal fulfilment. He said: "Kenny has particularly benefitted from the one to one nature of the project and he has really flourished. He comes to his sessions with an idea of what he wants to paint. Lesley likes to see the finished product and to show it off. David is quite methodical, and enjoys stirring the paint. Everyone has got something out of it."

Lesley Pascoe said she worked hard and enjoyed painting the different shapes.



Brian Smith at the first pouring

Art over time

Brian Smith is creating unique artwork in his back garden. Brian has poured paint onto a canvas that is left outside to be exposed and changed by the weather.

Brian's art tutor Steve said the aim of this artwork was to show how things are changed through time. He said: "Brian mixed up the paint indoors and then went outside on different days to pour it onto the canvas. He likes to see how it runs and we have photographed the canvas each time to capture a visual diary of what happens."



Above and below: Brian and Steve Burnie add to the canvas



Gordon Haworth 'my week'



MONDAY



Outside TSB bank where I have my own bank account

We asked busy tenant Gordon Haworth to give us a flavour of what he does in a typical week.

Monday

On a Monday it's my day off. I like to have a lie in until 12 o'clock if I don't have anything organised, which is usually ten pin bowling or going to the pictures with my support worker. On Monday evenings I go to the Kirkby Sports Club disco dancing and get back home at 10.30pm.

Tuesday

Tuesdays I go to my computer course at New Century Halls. Tuesday evenings I go to a church club and have a game of football or pool with friends.

TUESDAY



Getting the bus to college

WEDNESDAY



Catching up with the ironing

THURSDAY



Me with my friend Hilary at the Thursday Club

Wednesday

Wednesday is my day off. I like doing housework and my ironing. I have Sky Television in my room and I have just paid for Sky Sports as I love watching football, especially Liverpool. I have been to watch Liverpool with my support worker which was great and look forward to going again this season.

Thursday

On Thursday evenings I go to my Thursday club called 'People First'. I have been going for over 10 years and go on lots of holidays with them. I have been to Scarborough and to their caravan in Towyn, North Wales. I was also there for a week in June with my support workers and my friends Albert and Billy. We had a really good time and danced a lot, we also went to Norfolk for a week and did a lot of line dancing and met lots of nice people.

Friday

On Friday I go to my 'Essential life skills' course at Hugh Baird College in Bootle, run by Mencap.

Weekend

At the weekend I watch football and on Sunday we go out for Sunday lunch.

Last Easter I went to the wedding of Peter and Helen in Ireland. It was in a big castle and they had a jazz band. Peter helps run the Thursday club.

FRIDAY



Just about to go into my class at college

SATURDAY



Watching football on Sky Sports

SUNDAY



Doing some chores at the weekend



My favourite recipe

Lawrence Connors loves cooking, whether it's at home in Bamber Bridge, or at his 'cook and dine' class at Runshaw College.

Lawrence has been taking part in the course for nearly two years and is an enthusiastic cook. He has given us one of his favourite recipes, mushroom risotto. Why not try it?

Recipe for mushroom risotto

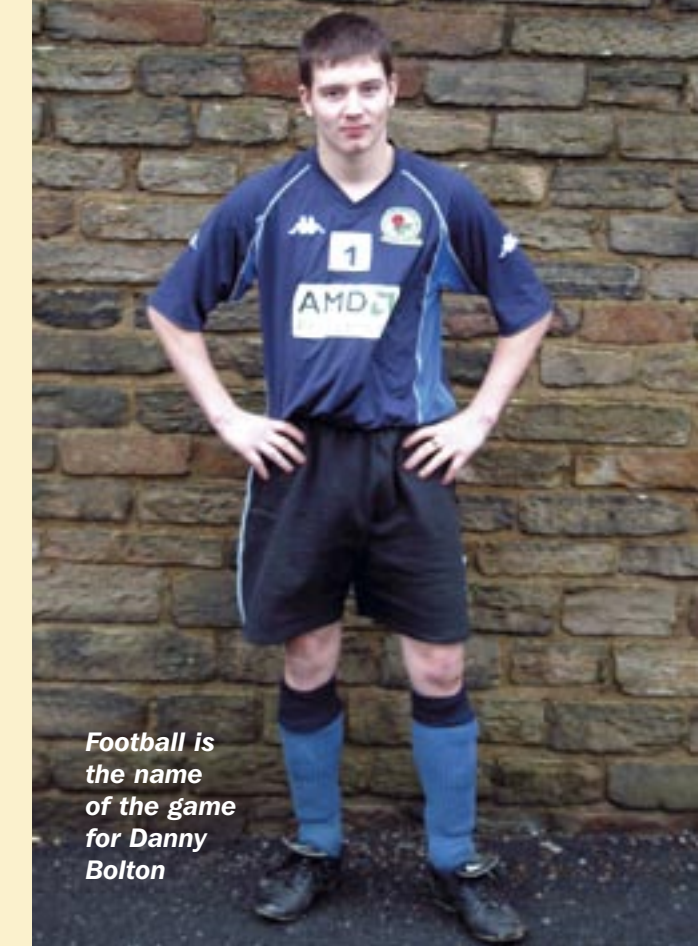
Ingredients

- 1 small onion
- chicken or vegetable stock cube
- 4 oz / 100g risotto rice
- 2 - 4oz / 50 - 100g mushrooms
- 2 oz / 100g butter
- 1 clove garlic
- a little chopped parsley
- a little grated parmesan or cheddar cheese

Serves 2

Method

- Peel and chop onion and garlic
- Wash and slice mushrooms
- Melt butter in a saucepan
- Fry the onion and garlic until soft, but do not brown
- Add the rice and cook gently for about 5 minutes
- Add mushrooms
- Make up half a pint of stock and add to the rice
- Allow about 20 minutes to cook, stirring occasionally, until grains of rice are soft and the liquid has been absorbed
- Serve with grated parmesan and chopped parsley sprinkled on top.



Football is the name of the game for Danny Bolton

Bend it like Bolton

Everyone needs a passion, and for 21 year old Danny Bolton, it's football.

Danny, who lives in Accrington, plays football for Blackburn Rovers Disability Advanced team. He trains once a week at the Rovers football ground and plays a match about once a month.

Danny told us that playing football helps him stay focused and calm. "It's a good way to stop you feeling stressed," he said, "playing football helps to build your confidence."

Football has led Danny to take up a new voluntary challenge. He will get to work with his coach Scot helping out at local schools and working with disability groups. The work will involve helping to organise football matches. Danny said: "I'm looking forward to working with young kids and people with disabilities. And I'll get to train everyday so I can practice my passing and ball-heading!"

Danny's advice to anyone who has a disability and would like to get into football is: "Check it out, and if you feel eager, give it a go - you'll get to meet new friends."

In our last edition of 'Progress People' we told you how to get more involved in the running of your housing service. We explained that involvement is all about you telling us what you think of our service and whether we could do better. We said we would listen to what you had to say and would act on your suggestions, where possible. Here is what has been happening since last autumn.

New member of staff to get you involved



Lynda Mason, Projects Manager Kate Child, Tenant Involvement Co-ordinator

Kate Child joined Progress Care HA in January as the Tenant Involvement Co-ordinator. Kate works part-time and helps Lynda Mason, the Projects Manager, to get more of our tenants involved with ourselves. Kate previously worked with us as one of our Housing Officers.

You got involved!

Tenants' groups take action

Two separate groups of tenants in Accrington and Oswaldtwistle have been meeting regularly since the autumn.

They asked Kate, our Tenant Involvement Co-ordinator, and Paula Brown, their Housing Officer, to come to their meetings.



Andrew McLennon shows the garden design

The group in Oswaldtwistle had some difficulties with neighbours and wanted to concentrate on making their shared back garden somewhere pleasant to sit out in the summer. Tenant Naomi said she wanted to create somewhere to "chill out and relax".

Kate helped the tenants get a Community Design grant of £500 from Lancashire County Council to get them started. She is now helping the tenants to raise the money to do the actual garden work. We will see how they got on in our summer issue of 'Progress People'.

Meanwhile the Accrington group met with Alan Johnson, Managing Director of Progress Care HA to discuss extra fencing to solve nuisance problems around their flats.

Working with others

Working in a group to achieve new things is not always easy, so we ran two half day training sessions for our two new tenants' groups. They looked at the different ways we communicate with each other. They also acted out role plays about how to report a repair and how to speak to your neighbour if they are being too noisy. Daniel said: "I enjoyed it, it was a new experience". Paul said: "It was very good and much better than I thought it would be."

Pictured left: Paula Brown, Housing Officer, with tenants Ronnie Rydheard (left) and Paul Arkley (right)



Kate Child and Simon Anstey learn how to present information more clearly

Are we making ourselves clear?

We are rewriting a lot of our information leaflets and our tenant's handbook. To help us get them right we attended a training session run by MENCAP which showed us how to present information clearly and use more pictures and symbols.

What you think of the newsletter

We send a questionnaire with every issue of this newsletter to find out what you think of it.

- 100% of tenants returning the questionnaire told us they find the newsletter interesting and they most liked articles about other tenants.
- 83% liked the favourite recipe, so we are repeating that article this time. Thank you to Robert Wright who gave us this idea and who featured in our last issue.
- A lot of you asked us to use more pictures and fewer words because you didn't find words easy to understand. We have tried to do that more in this issue. Remember you can also ask for an audiotape of the newsletter to play as you read it (see back page for details).



Alistair Graham with support workers Amanda McClurg (left) and Linda Callender, with their prize box of chocolates

The winner of November's prize draw for £25 of shopping vouchers was Alistair Graham of Dumfries, Scotland. He told us he spent his prize money on videos and sweets. The winner of the draw also now wins their support workers a box of chocolates.

Tenants on tape

Two of our tenants featured in the last edition of 'Progress People' helped to make the audiotape of the newsletter more interesting.

Music lover David Robinson, who featured on the front page, and his support worker Andy Slatter (pictured right), recorded themselves playing the kazoo and ukele to the tune of 'When I'm Cleaning Windows'. We used their music on our tape.



John Whitham (pictured below), who was 'Our roving reporter', bravely agreed to read out his own article.



Projects Manager, Lynda Mason, said: "I think the contributions from David and John helped to make this particular audiotape something really special and we are very grateful to them both."

What you think of the repairs service

When you have a repair done, we send you a repair satisfaction to fill in and return to tell us information about how satisfied you are with the repair.

- 83% of you told us your repair had been done within the time promised
- 92% were happy with the quality of the work done.



In each edition of 'Progress People' we have looked at new housing that Progress Care HA is developing. Diane Nash, Development Manager for Supported Housing, heads the small team doing this. We asked her to explain what they do.

Meet the Development Team

What is the first step in providing new housing?

Diane: Progress Care HA is usually asked to provide housing by organisations like local councils or Primary Care Trusts. Our Development team, in our parent organisation Progress Housing Group, then starts to look for suitable properties. Progress Care HA staff work with them to make sure the housing becomes a reality.

What is your own role in the process?

Diane: I act as the link between Progress Care HA and the Development staff working in Progress Housing Group. I've been doing this job for 2 years, although I have worked for Progress Care HA for 4 years.

What exactly does this involve?

Diane: The main part of my job is talking to the Housing Benefit department in the council area where the property is. I negotiate with them about the level of rent and services we need to charge to make the property work financially. This can take a long time. I report back to the chief officers within our organisation. They then decide whether to go ahead.

What happens next?

Diane: If we decide to go ahead, the Development department buys the property. They find out exactly what is needed by talking to the people who asked us to provide the homes in the first place. They may also talk to the parents of the future tenants and the tenants themselves, if we know beforehand who is going to live there.

How does the Progress Care HA team come into this process?

Diane: There are two other staff in the team. John Field is the Contracts Officer and has been with us for 2 years. He works with me to make sure a legal agreement is in place with our partner agency. This agreement spells out what each party's responsibilities are.

Tertia Dowdall is the other team member. She joined us just 6 months ago as our Administrative Assistant. Tertia does the office work that is involved in the financial side of running the properties and keeps our records up-to-date.



Diane Nash
Development Manager



Tertia Dowdall
Administrative Assistant



John Field
Contracts Officer

Reaching more people

Progress Care HA continues to provide supported homes for more people across the country.

New area

We have recently been chosen by the Leicestershire Partnership NHS Trust to provide new homes for 14 tenants in the Loughborough area and a further 29 tenants in Leicester.

Dipping our toe at Great Yarmouth

Norfolk County Council have asked us, as one of their 'preferred housing partners', to provide new supported housing for 10 people currently living in residential homes in Great Yarmouth.

More work in Lancashire

Working with Lancashire County Council, we have provided 3 new homes for 12 people with learning difficulties. The tenants are moving out of registered care into supported living in the Bamber Bridge area of Preston.

While in Chorley we are very pleased to be working with a new support partner, Linkability, and 3 new tenants have already moved into their new home.

■ Pictured below: Progress Care HA's Supported Housing Development Team (from left to right) John Field, Diane Nash and Tertia Dowdall



■ A new property in Chorley, Lancashire





■ Tenant members of our newsletter advisory panel: standing left to right: Lawrence Connor and Tony Westwell; sitting left to right: Rachel Iddon, Rebecca Prince and Janet Booth

Your newsletter

Our fourth newsletter advisory panel met in February. Five tenants gave us their views on the last newsletter and some ideas for this one.

Like last time, everyone agreed that they liked us using lots of photos, and preferred photos to writing. We will always keep this in mind when designing the newsletter, but we also pointed out that the newsletter is read by support workers as well who may want us to provide a little more information.

Once again the panel's favourite articles were about other tenants, so we will keep including these. People also enjoyed the recipe so we will try to make this a regular feature. In fact Tony told us his support worker Margaret had helped him cook the Spanish omelette. Margaret took the opportunity to teach tenants some simple Spanish phrases at the same time. They had a great time and fed 8 people, using 3 frying pans!

We would love to hear how other support workers use our newsletter to stimulate an enjoyable experience with our tenants. If you have an interesting story about this, or any other subject, please get in touch. We might be able to include it in our next newsletter.

Our newsletter advisory panel members were:

- **Rachel Iddon** and **Rebecca Prince** from Leyland, accompanied by **Ann Harling** of Brothers of Charity
- **Lawrence Connor** from Bamber Bridge, Preston, accompanied by **Sandra Pinnington** and **Maxine Rigby** of Calderstones NHS Trust
- **Janet Booth** and **Tony Westwell** from Chorley, accompanied by **Jill Charnock** of Brothers of Charity

Work, rest and play

Our tenants are a busy lot! We are constantly amazed at the many different hobbies and interests you all have, so we thought we would start a scrapbook page in the newsletter to share your activities.

If you have a photo of yourself on holiday, at work, or taking part in any activity that you particularly enjoy, we would love to see it. Please send it in (see back page for address details) along with your name, address and telephone number, and a few words of description. You might see yourself in the next issue.



Ronnie Rydheard, Marion Harvey and Paul Cousins live together in Accrington. All are students at Lords House Farm Education Centre. Marion is doing a 'Animal Magic' course; Paul and Ronnie are doing a Horticultural course. Marion won an award for the 'Most Helpful Student'. Ronnie for 'Hardest Worker' and Paul for 'Most Improved'.



Lesley Stanworth and Michael Anderton of Colne, Lancashire, love going to dancing classes every week. They have won gold, silver and bronze medals for modern and ballroom dancing.



Catherine Hipple of Morecambe has worked at Marks and Spencers in Lancaster for more than seven years. She works on the food department at the moment but has experience in Ladies Wear and packing bags at the checkouts.



Stewart O'Connor of Dumfries, Scotland, loves ten pin bowling so much he is happy to take a 66 mile round trip to his nearest bowling alley in Carlisle.



Grant Griffin of Dumfries has enjoyed horse riding since his early teens. While he relies on his wheelchair to get around he has the ability to ride. Grant is pictured here on Bob the pony with his support worker Ian Domingo.



Eva Dandy and Mary Horsfield of Bolton went on the holiday of a lifetime last October, aboard one of the world's fastest cruise ships. They stopped off at Piraeus (Athens), Corfu, Venice, Dubrovnik (Croatia), Katakolo (Olympia), Istanbul (Turkey), Mykonos and Santorini. Mary (left) is pictured with Eva (right) with support worker Gail Mansfield.



Janet Booth, Rachel Iddon and Rebecca Prince work at the Astley Training Bakery in Chorley, Lancashire, where they enjoy making cakes and pies.